THRIVE · ECO · SALON

SUSTAINABLE BEAUTY

Salon Receptionist / Salon Coordinator

Company Overview

Thrive Eco Salon, a Nanaimo hair salon located in the village of Lantzville, BC, is your seaside salon for sustainable, clean, green beauty. Our salon offers beautiful ocean views in a clean, minimalist atmosphere. As an Aveda and Innersense salon, we use non-toxic products and practices to create a healthy, sustainable environment for our team and guests. Our team of passionate hair stylists brings a calm, down-to-earth vibe and is rooted in equality, creativity, comfort, and kindness. All are welcome, just as you are."

Core Values

Growth / Kindness / Uplifting Team Culture / Authentic Beauty / Conscious Practices

Earnings Range

$18-$24/hr
Wage based on experience and growth plan

Key Responsibility Areas

Guest Experience

As a Salon Receptionist / Coordinator at Thrive Eco Salon, you are integral to our operations, ensuring smooth daily functioning and outstanding customer service. You will serve as the face of our salon, managing client interactions and coordinating salon activities to uphold our commitment to excellence and sustainability.

Salon Operations

- Coordinate daily salon activities, including staff scheduling and client flow management.
- Uphold cleanliness and organization standards in the reception area and throughout the salon.
- Monitor inventory of salon supplies and initiate orders as necessary.
- Manage all transactions

Client Relations

- Cultivate strong client relationships to foster loyalty and satisfaction.
- Follow up with clients post-appointment to ensure their needs are met and address any concerns.
- Gather and utilize client feedback to enhance service offerings and overall customer experience.

Team Support

- Assist stylists and technicians with client needs, offering support and maintaining salon flow.
- Collaborate with salon management to optimize operational efficiency and client satisfaction.
- Participate actively in team meetings and contribute positively to salon culture.

Requirements

- Previous experience in customer service, preferably in a salon or spa setting.
- Excellent communication and interpersonal skills.
- Strong organizational abilities with keen attention to detail.
- Familiarity with salon booking software is an asset.
- Flexibility to work evenings and some Saturdays as needed.
-Comfortable using Social Media platforms and experience with Canva
-An eye for photography and videography
- High school diploma or equivalent; additional education in hospitality or business administration is a plus.

Benefits

-Health Spending Benefit for full time employees after 3 months employment.
-Flexible schedule options
-Flexible time off
-Ongoing training in eco-friendly salon practices and professional development opportunities.
-Employee discounts on salon services and retail products.
-Positive work environment that encourages growth and advancement opportunities.