



No prior experience in the hair industry is required—we are looking for individuals with a passion for leadership, customer service, and operational excellence. Industry-specific training will be provided.

The Store Manager is responsible for leading all aspects of shop operations, staff performance, and client experience. This includes overseeing day-to-day activities, managing team members, maintaining store presentation, and ensuring overall efficiency and profitability.

In this leadership role, the Manager is expected to build a strong client base, drive sales, and meet or exceed store revenue and profit goals. A successful candidate will demonstrate strong leadership, communication, and organizational skills.

RESPONSIBILITIES:

- Select and **hire qualified stylists** who embody the company's values and brand standards.
- Hire and **train** capable front desk support staff as needed to maintain operational excellence and service quality.
- **Create and adjust staff schedules** as needed to ensure optimal coverage and operational efficiency
- Display organizational skills with the ability to coordinate people, resources, and services to address business goals and needs.
- Accurately calculate and process payroll in a timely manner
- Manage inventory levels and place purchase orders for retail and backbar products
- Identify and implement process improvements to resolve operational challenges and enhance shop performance
- Build, develop, and lead a high-performing team focused on delivering exceptional service and results.
- Ensure compliance and adherence to loss prevention and safety policies and procedures, standards and practices, and company directive.
- Display organizational skills with the ability to coordinate people, resources, and services to address business goals and needs.
- Coordinate all activities to ensure the shop remains fully stocked with supplies, products, and merchandise, while efficiently managing inventory levels.
- Maintain clear and effective communication with staff and upper management to support seamless operations
- Effectively resolve client concerns to ensure satisfaction and loyalty.
- Continuously analyze the local market to maintain competitive pricing and service offerings.
- Innovate new processes and to solve operational issues at shops.



- Build, develop, and lead a high-performing team committed to delivering exceptional results while upholding the company's culture and core values.
- Accountable for delegated aspects of controllable budget and labor hours
- Maintain excellent standards and solid product knowledge including merchandise promotions, test merchandise, and advertising efforts.
- Display organizational skills with the ability to coordinate people, resources, and
- Process information or merchandise through the computer system and POS register system.
- Be flexible and occasionally perform work outside your specific role.

REQUIREMENTS:

- Minimum of 2-5 years of retail experience, including staff supervision.
- High school diploma or equivalent.
- Must be highly self-motivated.
- Strong Interpersonal skills.
- Excellent organizational skills and ability to coordinate people, resources, and services to address business goals and needs.
- Basic computer skills.
- Strong verbal and written communication skills.
- Knowledge of retail operations including sales, customer service, merchandising, inventory control, store budget preparation, and loss prevention.
- Ability to work a flexible schedule with retail hours, including day, evening, weekends, and/or holidays.
- Understanding of how to develop staff with experience in staffing, coaching, counseling, etc.

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