



Front Desk Receptionist Job Description

“The old model of hair salons is over!” Our consultation-based approach and apprenticeship model means that stylists have an incentive to consult, execute a client's vision, and perfect their craft. With Kantor & Company, you will experience a unique, collaborative environment in which you can flourish.

Kantor & Company is a Wella Global Elite Salon, offering top-notch services to all clients who walk through the doors. Our dedication to hair education is reflected in all of our work - whether cutting, styling, or color technique. We work collaboratively as a team to best meet our client's needs. This approach is based upon a shared vision for the client and the business as a whole.

We are currently seeking a dynamic individual who is ready to learn to join the team as an Front Desk Receptionist. We pride ourselves on our culture of inclusion and invite people of all backgrounds, race, colors, genders, gender identities or expressions, sexual orientations, national orientations, religions, genetics, ages and veteran status to apply.

Front Desk Receptionists are in charge of managing the front of the house. They are responsible for making amazing first impressions, greeting clients as they come into the salon, and helping around the salon where needed.

Roles and Responsibilities:

1. Greet each person as a personal friend. No one is above or below a friendly welcome. Relate to the time of day, mention their name (if remembered), ask them who they are here to see, offer them a beverage, give them a timeline in which they will see the stylist.
2. Answering the phone: "Thank you for choosing Kantor & Company, this is NAME, how can I help you?"
3. Making appointment: Sense of urgency on pre-booking. Last minute scheduling is a headache for everyone, the more you pre-book the less stress for everyone.
4. At the end of your shift wipe down and organize the front desk and computer area. All waiting areas, to include tables and chairs, need to be wiped down and organized as well as vacuum rugs. The front door needs to be sanitized (with Windex) both inside and outside. The concession area needs to be cleaned and prepped for the next day. Wash and leave water container to dry. Refill coffee and tea machines.

Check snack jars and refill if necessary. Make it so the opening staff has little to do to get going in the morning.

5. Responding to emails and other such social media messages in a timely fashion.
6. Assisting in team responsibilities such as cleaning and disinfecting between clients.
7. Reaching out to clients to rearrange the schedule at stylists' requests.

Requirements

1. Desire and willingness to learn and work collaboratively as a critical part of the Kantor & Company team.
2. You must bring a positive attitude, add value to the team, and promote our culture.

Payment:

Front Desk Receptionists are to receive a flat hourly rate plus 5% tip-out (distributed amongst all concierge staff scheduled in a given pay period based on their hours worked) pooled from stylist tips and are eligible to bank 10% commission toward an education fund should they sell a minimum of \$100 in retail in a given pay period

Overtime is defined as any workweek when an employee works an excess of forty (40) hours, and is equal to their regular hourly wage multiplied by 1.5. A non-exempt employee may work overtime on the terms defined by Colorado Law pending authorization from his/her/their manager.

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If you wish to apply, please send your resume and a portfolio of your work to contact@kantorandcompany.com using the subject line "Front Desk Receptionist Application."