

Tuesday, October 22, 2019

Glosslab Front of House Team Lead

Company: Glosslab
Location: New York, NY
Compensation: Hourly

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GLOSSLAB

Front of House Team Lead

As a Glosslab Front of House Team Lead you will have the opportunity to be in a leadership position as part of a new and growing brand that is disrupting the nail industry! As the first person to greet all customers and the last to say goodbye, you will be focused on providing an exceptional customer experience at each touch point. You will help ensure the store achieves all operational and financial goals / KPIs and will embody the Glosslab community ethos.

WHAT YOU'LL DO

Provide warm, energetic, elevated and empathic service to everyone who enters Glosslab.

Check in and greet guests with a warm and friendly welcome.

Educate guests on the Glosslab way and answer questions with poise while showing passion for the Glosslab experience and product.

Embody the Glosslab community ethos and communicate it to fellow team members and customers.

Assist the General Manager in creating and managing all FOH procedures, ordering of supplies, inventory management, merchandising and stocking of materials.

Live and breathe daily appointment schedule, POS software system, actively manage service providers.

Actively maintain salon appearance / cleanliness and ensure service providers and FOH associates adhere to SOP protocol.

Ensure prompt response to all customer requests, phone calls and emails.

WHO YOU ARE

A team player and people pleaser with experience in beauty, hospitality, retail or in any customer-service focused environment.

Words that describe you include: customer service obsessed, servant-leader, energetic, technically proficient and detail-oriented. You have a hospitality orientation, are gracious and patient, hungry and eager, warm in nature with strong communication skills.

A service-forward leader with a basic understanding of store financial performance.

Highly organized with ability to work under pressure in a fast-paced environment.

You seek growth and are constantly striving to be your best self, and you're excited to leap into a rewarding adventure with Glosslab.

SCHEDULE REQUIREMENTS

Ability to work at least 30 hours/week including one weekend shift.

Ability to work weekends, early mornings, evenings, some holidays.

GROW WITH US

We are building an industry-leading beauty business. You will work alongside the most talented and passionate team of service providers, and top-notch management professionals.

If you want to be involved in growing and shaping a new, exciting organization with ongoing career opportunities, then we'd love you to be part of our team and exciting future.

Contact: elizabeth@glosslab.com

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