



POSITION DESCRIPTION

HAIR AND BEAUTY – LEVEL 3

Beautician / Massage Therapist / Lash Technician

TRIBECA Hair & Beauty pride ourselves on being truly client focused, meaning that every interaction with our clients is crucial. As part of our beauty team, you are essential to our ability to offer our clients a full-service salon experience.

To be successful in this role, you need to be focused on the needs of all clients, with the experience and technical knowledge to ensure all clients leave the salon looking and feeling their absolute best!

Ultimately, you will help boost our brand and reputation by building trusting relationships with customers while delivering on their result expectations.

Key Responsibilities or Duties:

- ◆ Facials, massage, skin treatments, waxing, lash extensions, spray tanning and other beauty services depending on qualifications held.
- ◆ Collaboration with other salon staff to ensure that clients move through their appointment and the salon as efficiently as practicable
- ◆ Working to set appointment time frames
- ◆ Encourage clients to make reoccurring or future appointments
- ◆ Inform clients about new services, products or promotions
- ◆ Encourage packages or cross-sell products, services or treatments
- ◆ Forming of bonds with loyal clients and remembering their preferences
- ◆ Reception duties as required
- ◆ Maintenance and data entry of client records
- ◆ Ensure the tidiness of the salon, stations, staff room and storeroom
- ◆ Cleaning, equipment sterilisation and laundry duties as required
- ◆ Other duties or tasks where reasonable for your position, training and experience



Requirements:

- ◆ Certificate III in Beauty Services. Certificate in Massage Therapy or SHBBMUP008 Apply Eyelash Extensions (or other equivalent qualification)
- ◆ A real customer service focus and attitude
- ◆ Current and working knowledge of beauty treatments, products and applications
- ◆ Experience desirable but not essential
- ◆ Working knowledge of health and safety guidelines and procedures
- ◆ Great communication and interpersonal skills
- ◆ Ability to service multiple client appointments seamlessly
- ◆ Ability to understand and advise clients on the best treatment or products for their skin type, allergies or sensitivity
- ◆ Stay current with beauty trends, techniques and products
- ◆ A passion for the beauty industry and desire to learn

Employment Type:

- ◆ Full-time, part-time positions or sublease/room hire available.
- ◆ Flexibility is available and best negotiated when joining our Tribe, our salon is open: -

Mondays	Closed (except December)
Tuesdays	9:00am to 5:00pm
Wednesdays	9:00am to 8:00pm
Thursdays	9:00am to 6:00pm
Fridays	9:00am to 6:00pm
Saturdays	8:00am to 2:00pm
Sundays	Closed
Public Holidays	Closed