



## **JOB DESCRIPTION**

**JOB TITLE:** Senior Manager

**JOB TYPE:** Full time

**JOB CLASSIFICATION:** Level 4

**LOCATION:**

**SUPERVISOR/MANAGER:** Report to owner/operator

### **MAIN DUTIES/RESPONSIBILITIES:**

- Roster organization
- Planning any one to ones with individuals to discuss progress in the team
- Ensuring sales to wages calculations are done and reported to owner/operator fortnightly
- Coordinate work activities
- Set policies and procedures
- Allocate resources
- Determine needed resources
- Create strategies to reach objectives
- Lead and motivate employees to accomplish organizational goals
- Communicate with employees
- Resolve conflicts
- Measure performance
- Compare performance to standards
- Take necessary action to improve performance
- Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures (check list on front desk)
- Other tasks as directed

## **SKILLS & EXPERIENCE**

### **Qualifications:**

Not required but recommended:

- Certificate III in Pet Grooming
- Qualifications within a private dog grooming school

### **Experience:**

A minimum of three years experience in a grooming salon.

### **Skills:**

- Beginner to intermediate Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- Excellent verbal and written communication
- Organised and able to meet deadlines
- Interpersonal skills
- Communication and motivation
- Organisation and delegation
- Forward planning and strategic thinking
- Problem solving and decision-making
- Commercial awareness
- Mentoring

### **PERFORMANCE GOALS:**

- Complete administration tasks on time
- Deal with clients, suppliers and other employees professionally at all times
- Ensure salon is clean and presentable at all times
- Punctual
- Improve the customer experience
- Increase productivity within the team