**Receptionist and/or Salon Coordinator**

**Heading Out Hair & Beauty**Melbourne is one of Australia’s most awarded salons, owned & directed by Caterina Di Biase – 4 x Australian Hairdresser of the Year. We are looking for a Receptionist/Salon coordinator to join our fun and dynamic team in our salons located in prime locations - Bourke St Melbourne CBD, Brunswick St Fitzroy & Balwyn North.

**Essential Attributes:**

* Previous recent experience in a receptionist/salon coordinator role.
* Friendly with a great attitude
* Customer service focused
* A background and keen interest in hair and beauty with an understanding of hair & beauty products
* Immaculately presented and excellent communication skills
* Ability to multitask is essential as it is a busy, multifaceted role!

**About The Role**

* You will be the first point of contact for our clients at our reception desk
* Duties will include greeting clients face to face and on the telephone
* Booking appointments using Shortcuts software
* General administration
* Assisting other staff, ensuring customers are attended to
* Stock Management
* Staff Rosters
* Daily and weekly reports for management
* Retail sales (knowledge or willingness to learn about our retail products to help match customers’ needs to suitable products is very beneficial.)

**The Perfect Candidate:**

* Be fashion-forward and take pride in their appearance
* Strong retail and customer service experience
* Experience with Shortcuts software preferred but not essential – training provided
* Comfortable and confident with computer programs Excel/ Word etc
* Good temperament with challenging situations
* Upbeat and pleasant personality with the public
* KPI focused and committed to helping Salon and Stylists achieve expected targets
* Thrive in a busy bustling environment and able to handle the variance of the role/ multitasking
* Always deliver outstanding and consistent customer service
* Integrate well into an established team and industry
* Capable of ensuring tasks are seen to in an efficient manner

We are looking to hire ASAP and look forward to meeting you!

Please submit a CV and a Cover Letter to [recruitment@headingout.com.au](mailto:recruitment@headingout.com.au)

Location: Melbourne, VIC  
For more information, please visit:  
Our website: [www.headingout.com.au](http://www.headingout.com.au)  
Our Instagram: [www.instagram.com/headingouthair](http://www.instagram.com/headingouthair)  
Our Facebook: [www.facebook.com/headingouthair](http://www.facebook.com/headingouthair)

Job Type: Full-time, Permanent

Salary: $50,000.00 – $65,000.00 per year