



## **Hair Extension Technician Job Description**

### **Job Function:**

Contribute to the overall success of the studio and the hair extension team, by being committed to providing a high level of client service. Ensure that client expectations are managed by providing an accurate colour match and the correct volume and or length.

### **Responsibilities:**

Duties will include and not be limited to:

- To be fully conversant in the application of hair extension both synthetic and real hair.
- To be fully conversant in the removal process, ensuring that the correct method is applied and that the client is comfortable.
- Manage Hair Extension client expectations and where necessary clients with a variety of hair loss conditions when applying Medi Connections.
- Ensure that client consent forms are signed and received from new Hair Extension Clients.
- Ensure that the client has their own hair washed before the extensions are applied.
- Ensure that a perfect colour match is achieved before applying the extensions.
- Contribute to a high standard within the studio on a daily basis i.e. housekeeping, cleanliness, health and safety, good presentation etc.
- To be fully conversant with the products and services provided by Lucinda Ellery Consultancy, and actively promote them.
- Execute development and organizational strategies in conjunction with Hair Extensions and Training Manager.
- To act on all customer complaints once received and to ensure that these are dealt with to the mutual satisfaction of both the client and Lucinda Ellery Consultancy.
- To be goal-oriented and pro-active with a relentless focus on results.
- To comply with all the company rules, regulations, policies and procedures as notified from time to time.
- To initiate and prepare for appraisal discussions with your line manager.
- To actively participate in company meetings when arranged which may be outside of your contracted hours.
- Within reason from time to time you may be expected to perform duties that are not stipulated in your job description.

### **Your direction would be provided by your Line Managers:**

- Hair Extensions and Training Manager
- Studio Manager / Studio Director
- 

### **Technical Skills, Knowledge and Experience:**

- Qualified hair dresser would be an advantage but not essential.
- Excellent customer services skills.
- Excellent communication skills.
- Ability to consult with clients on a face to face basis.
- Highly motivated and energetic individual.

### **Displays Company values:**

- Operates with integrity, openness and honesty.
- Supports others by treating them with dignity, respect and fairness.
- Accepts responsibility for outcomes, whether positive or negative, and is willing to admit mistakes and refocus efforts.
- Regularly creates and takes advantages of learning opportunities.
- Demonstrates trust and empowers employees

## Core competencies

### Contributing To Team Success:

- Develops and uses collaborative relationships to facilitate the accomplishment of work goals.
- Shares important or relevant information with the team.
- Adheres to the team's expectations and guidelines.
- Demonstrates personal support to the team.
- Proactively builds effective working relationships with other people and resolves conflict actively with peers.

### Communication Skills:

- Clearly conveys information and ideas, facilitates agreement using sound rationale.
- Communicates effectively and appropriately at all levels within the organisation.
- Seeks and expands on original ideas, enhances other's ideas, and contributes own ideas about issues.
- Remains open to ideas, listens to others and objectively considers others ideas and opinions even when they may conflict with their own

### Innovation and change

- Actively embraces and seeks to deliver change in all area of work.
- Supports others through the change process.
- Innovates and generates ideas independently through others.
- Acts on those ideas and initiatives.

### Decision making & problem solving

- Analyses information and facts to make informed decisions
- Seeks further advise and guidance when required
- Acts assertively and confidently when making decisions
- Demonstrates passion by taking immediate action when confronted by a problem or made aware of a situation
- Loves problem solving and seeking answers/solutions to issues.
- Relentless in search for an outcome.

Hours of work are Tuesday to Friday 9.15am to 6.30pm with an hour for lunch and on a Saturday 10.15am to 5.30pm with half an hour for lunch.

**Salary is £13 000 - £18,000 per annum based upon experience.**

The position is a fantastic opportunity for a self-motivated individual looking to be part of a highly rewarding and fast paced environment.

To apply for the above position you must be eligible to work in the United Kingdom and/or have at least 1 ½ years remaining on your working holiday visa.

**Fluent English is essential.**