

## Citrus College

## Position Description

Position: Cosmetology Receptionist	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 20

### Summary

Performs reception, cashier, appointment scheduling, and guest services for customers. Schedules appointments, provides assistance to instructors and staff. Receives and accounts for monies taken in for cosmetology services and products.

### Distinguishing Career Features

The Cosmetology Receptionist represents a clerical position and while no direct career path exists within the program, advancement is possible through administrative clerical and instructional support ladders, all based on need and compliance with job qualifications.

### Essential Duties and Responsibilities

- Greets customers and directs to the assigned station. Makes appointments over the telephone or in –person. Confers with instructors to set up available times.
- Contacts customers prior to appointments to verify schedule. Re-arranges appointments to fit student and instructor schedules.
- Processes payments for services and products, accepting cash, check, credit card, or electronic funds transfer. Ensures control of monies received at all times.
- Prepares deposits, balancing monies received to service and product sales, and preparing necessary source documentation. Forwards deposits to financial services.
- Enters inventory for resale into record, adjusting for additions and sales.
- Maintains files of, and distributes handouts, worksheets, timesheets and other materials to students.
- Logs student and instructor hours for course and licensing credit. Maintains records of student cumulative hours.
- Assists with guiding and explaining services and curriculum to visitors, including group tours.
- Provides general clerical assistance as needed in the daily operations of the salon. Opens and distributes mail, issues gift certificates, and prepares routine correspondence. Answers the telephone and responds to questions, referring difficult inquiries to others.

- Assists instructors to interpret and enforce school policies. Trains and may oversee student workers assigned to reception.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **Knowledge and Skills**

The position requires working knowledge of the operations, services, and routines associated with a cosmetology salon and beauty supplies. Requires working knowledge of cashiering procedures. Requires knowledge of and skill at using a personal computer with desktop productivity software, multi-line telephone, and a variety of common office equipment. Requires sufficient math skills to compute totals and balance cash receipts. Requires sufficient knowledge of English language to give directions and prepare routine correspondence. Requires sufficient human relations skill to exercise patience when dealing with customers and describing products and services.

### **Abilities**

Requires the ability to carry out the functions of the position. Requires the ability to schedule appointments, perform cashiering and customer service, and perform basic financial record keeping for balancing sales with cash receipts. Requires the ability to respond to customer requests. Requires the ability to maintain accurate attendance files. Requires the ability to work varying shifts including evenings and weekends.

### **Physical Abilities**

Incumbent must be able to function in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time to retrieve supplies and products. Requires near visual acuity to write, read written materials and computer screens, and observe customers at service windows in need of assistance. Requires sufficient hearing and speech ability for ordinary and telephone conversations. Requires sufficient hand-eye and finger dexterity to write, use a keyboard and pointing device. Requires the ability to reach to access files, supplies and office equipment.

### **Education and Experience**

The position requires a high school diploma and one year of experience in a cashier and scheduling capacity, preferably in a salon environment.

### **Licenses and Certificates**

May requires a valid driver's license.

### **Working Conditions**

Work is performed indoors where minimal safety considerations exist.