

Job title:	<i>Patron Services Assistant</i>
Classification of Position:	<i>Federal Work Study, part-time, temporary</i>
Reports to:	<i>Cosmetology Program Director and/or Cosmetology Lead Instructor</i>
Employment Dates:	<i>Fall 2022/Spring 2023</i>
Pay Rate:	<i>\$10.00 per hour</i>

Job purpose

- The SCC Salon & Spa was established to support the goals of the Cosmetology Department and all Cosmetology related programs at Southeastern Community College. These goals address three very important things: (1) the education all Cosmetology students will need to successfully pass their State Board Licensing Exams and enter the Cosmetology industry with the amount of information they will need to build a successful career, (2) the offering of professional, dependable, and enjoyable Cosmetology services to the public on a supervised basis and (3) the ability to encourage a sense of pride and accomplishment in every person involved in educational process. The SCC Salon & Spa is also designed to support the overall mission of the Cosmetology Department at SCC which states: "By means of a comprehensive education and through hands-on training our ending mission is to equip students with the knowledge and skills necessary to achieve success in their chosen field of cosmetology."

Duties and responsibilities

- Answer incoming calls, check voicemails, return calls, etc.
- Schedule appointments, make reminder calls, maintain waiting lists, etc.
- Check Guests in and out of salon & spa.
- Track all sales.
- Manage all monies and transactions along with reconcile all monies and Guest tickets
- Prepare deposits as instructed.
- Responsible for the data entry of Guest information & formulas, Student performance and sales tracking.
- Will maintain inventory control through order processing, shipping and receiving, inventory maintenance and stocking.
- Filing and making copies as needed.
- Will maintain overall cleanliness and neatness of the reception and wait areas of the department.
- Will perform daily opening and closing procedures, daily reporting and other duties as assigned by Supervisor(s).

Qualifications

- Student must be eligible for the Federal Work Study program as determined through the Free Application for Federal Student Aid (or FAFSA).
- Student must be enrolled in at least half-time (6 credit hours) during the semester of employment.
- Student must maintain satisfactory academic progress (SAP) which is at minimum a 67% completion rate and 2.0 grade point average (GPA)
- Must be honest and dependable and able to hold in confidence all information that student may come in contact with.
- Prefer good customer service skills.
- Basic knowledge of personal computers and applications, preferred but not required.
- Banking and/or retail experience preferred, but not required.

Working conditions

The SCC Salon & Spa is located in the "B" Building, and is open for appointments on Thursdays & Fridays between the hours of 9am-4pm. Work hours will be within this time period. (Hours and days subject to change.)

Physical requirements

Federal Work Study student may be required to sit or stand for brief to extended periods of time.

Evaluation Procedures and Schedule

Federal Work Study student should be evaluated by their Supervisor prior to the end of each semester of employment.

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Rev 10/22

Federal Work Study Student Name

Federal Work Study Student Signature

Date

Supervisor Name

Supervisor Signature

Date

Approved by:	
Date approved:	
Reviewed:	