

**Job Title:** Salon Assistant Manager

**Job Responsibilities:**

- Assists in managing the daily operations in the Salon.
- Ensures the Wynn standards are maintained by the Salon staff.
- Responsible for managing all levels of staff including commissioned and hourly line level employees.
- Responsible for effectively managing many personality types. Implements a calm environment when under pressure.
- Responsible for providing support to the Salon Manager and Director.
- Responsible for assisting the Manager and Director with any special projects.
- Must have an understanding and ability to assist and help in each department of the Salon. Be an active member of the salon management team.
- Responsible for delivering and maintaining the Forbes 5-Star level of service.
- Attends required training classes and incorporates knowledge gained into daily work practices.
- Looks for opportunities to assist peers, guests, other departments or leaders at all times.
- Solution-oriented, avoids conflict and gossip, stays on task and promotes teamwork.
- Aware of the guest experience at all times.
- Provides clear direction, establishes goals and appropriate time frames, manages overall guest satisfaction, and monitors progress to achieve desired results.
- Must have an understanding of key drivers of revenue growth, profitability and quality performance.
- Must focus on key drivers of employee engagement and guest satisfaction.
- Consults regularly with all levels of management within the company to provide constructive feedback to other departments to help enhance the guest experience.
- Responsible for assisting with all hiring practices within the Salon. Must have the ability to interview and select excellent staff to create a leading service and treatment presentation.
- Ensures staff is equipped with all tools to serve the guests' needs.
- Must be able to effectively deal with internal and external guests, some of whom will require levels of patience, tact and diplomacy. Responsible for addressing guest issues.
- Responsible for training and overall development of all staff.
- Responsible for all inventory management of linen, products, equipment, administrative supplies, retail items and any necessary items within the Salon.
- Responsible for assisting the manager with writing and conducting employee performance evaluations.
- Responsible for ordering all salon supplies and retail products.
- Understand and be well-versed in the resort, hotel features and services, including all outlets, hours of operation, activities and events available to guests.
- Responsible for the upkeep, maintenance, and cleanliness of all areas of the salon, both front and back of house.
- Makes safety a priority, and follows department and company safety standards.
- Responsible for employee scheduling, vacation and other benefits tracking, as well as maintenance of applicable licenses and work cards.
- Responsible for communicating with staff and disseminating appropriate information when necessary.

**Job Requirements:**

- Requires a minimum of 2 years' leadership experience.
- Proven experience in managing multiple priorities simultaneously and meeting deadlines.
- Must possess excellent communication skills, both verbal and written.
- Candidate should possess feedback skills at all levels; push back, challenge status quo in and out of the office and strong motivational feedback.
- Must have negotiation, problem solving & decision making skills.
- Must possess outstanding organizational, interpersonal, and administrative skills, as well as excellent attention to detail.
- Must be able to work proficiently with deadlines and disciplined to work without constant guidance and supervision.
- Ability to compute basic mathematical calculations. Ability to decipher various reports and create reports upon request.
- Weekend availability. Schedule for this position is not set. Must be available to work all shifts and be able to flex schedule based on business demands.
- Candidate must be able to work efficiently within a team environment.
- Must be able to work effectively in stressful, high-pressure situations.
- Must possess a positive, "whatever it takes" attitude.
- Candidate must be well groomed and professional.
- Must have an open mind and willingness to learn new processes, concepts, and ways of approaching analysis.
- Must have strong customer service skills. Ability to deal with problems involving guests and operational issues maintaining a positive attitude.
- Candidate must maintain the highest levels of confidentiality regarding guests and staff.
- Requires proficiency in Microsoft Office, specifically Outlook, Word, Excel & PowerPoint.
- Prior knowledge of the following systems is preferred: SpaSoft, HotSOS, Market Metrix, MMS Agilysys and Opera.
- Must be able to satisfactorily communicate English with guests, management, and other associates to their understanding. Additional foreign language a plus.
- Combination of education equivalent to graduation from high school (High school diploma) or any other combination of education, training and experience that provides the required knowledge, skills and abilities.
- Must be 21 years of age or older.
- Valid Alcohol Awareness Card Required
- Food Handler's Card Required

**Location:**

Las Vegas, NV

**Contact:**

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