

Client Relations Coordinator

The Company

Scott Miller is one of the premier beauty resources for western New York. Our one simple goal is to provide clients with unparalleled service and hospitality, uncompromising style and exclusive luxury brands. A place where creativity flourishes, education is ongoing and most importantly, staff and clients are indulged in an immersive experience they will take with them long after they leave our care. Scott Miller offers a family-friendly, fun and creative work environment, along with competitive pay and benefits.

The Position

Scott Miller is seeking a Client Relations Coordinator for our Pittsford location. This position is an essential part of a multifaceted team who shares a love for service that goes above and beyond the expected in the beauty and wellness industries. Our ideal candidate will have proven skills in the following:

Essential Functions

- . Ensure that the highest levels of guest service are achieved throughout the Company
- . Schedules appointments accurately and efficiently
- . Ensures accurate and consistent maintenance of client records
- . Data entry/keyboarding
- . Maintains complete knowledge of retail product offerings
- . Answers client inquiries pertaining to services, directions, products and procedures
- . Ensure facility is "guest ready" at all times in aesthetics
- . Employs effective selling skills to promote ad-on services and retail recommendations
- . Manages client payment for services post-appointment
- . Assists to resolve cases of client dissatisfaction
- . Perform other duties as assigned professionally at a consistently high level

Knowledge, Skills & Abilities

- . Ability to communicate effectively, respectfully and positively with clients, team members and management
- . Professionalism
- . Excellent customer service skills
- . Effective listening skills
- . Ability to work independently without direct supervision, as well as being part of a team
- . Sound judgement and decision-making skills
- . Excellent problem-resolution skills
- . Attention to detail
- . Reliability and dependability
- . Availability to work evenings and weekends

Requirements

- . Minimum 1 year customer service experience
- . Scheduling flexibility – evenings and weekends

To Apply

Interested in a Client Relations career with Scott Miller?

Submit cover letter and resume to jobs@scottmillerstyle.com or apply in person at our Pittsford or Webster locations.

Online: www.scottmillerstyle.com/careers

Scott Miller | 3340 Monroe Avenue | Rochester, NY 14618 | an equal opportunity employer
