



Man-Tra-Con Corporation is working with a local employer to fill the following position:

Job Title: Front Desk Assistant (TS-061021-01)

Location: Benton, Illinois

Salary: \$13.00 per hour

Job Description

The Armed Barbers, a barbershop located in Benton, is seeking candidates for a full-time or part-time Front Desk Assistant to work Tuesday through Saturday. The Front Desk Assistant is more than just a receptionist, they are a concierge. They are our first opportunity to engage with clients, and our last opportunity to impress them. They are our product knowledge experts, and our best brand ambassadors. Our FDA's are responsible for creating seamless, luxury experiences that consistently exceed expectations. To be successful in this role, you must be energetic, friendly, and dependable. You must also have terrific communication skills, be professional with a polite demeanor and positive attitude and be able to multi task when needed. Previous experience working in an office setting highly preferred. We pride ourselves on excellent work and delivering outstanding service in everything we do for our clients.

Responsibilities

- Warmly greet and welcome clients (staff, vendors and walk-ins), direct them to the waiting area, offer coffee and inform assigned barbers of their arrival all while providing exceptional customer service in all client-related situations. Build familiarity and relationships with returning clients
- Schedule/Book and confirm appointments via phone, in person or email/Facebook and answer questions about services and schedule. Communicate schedule changes and client issues to the barber in a timely and effective manner. Contact clients who need to be rescheduled. Update client records with contact details, services offered and future appointments. Answer and manage barber phone calls. Rebook each client before leaving.
- Check guests in and out, verifying sales totals throughout the day. Process transactions (cash, check and credit cards) and issue receipts if requested
- Inform clients about new services and discounts. Learning the basic details of our products and be able to sell them to clients. Cross sell services and products when appropriate (through brochures or gift certificates). Communicating whenever the barbershop is low or out of essential inventory.
- Maintain the barbershop client area and front desk reception, keep the area tidy and orderly for the length of the shift and free from clutter.
- Maintain cleanliness of the barbershop throughout the day by sanitizing, sweeping, folding towels and other related duties throughout the day and general safety standards. General maintenance (change barbercide, refill shave foam)
- Assist with monitoring retail stock levels and replenish products as necessary. Receive orders from the barbershop's various vendors, checking them in, restocking, the shelves and extra stock. Notify office when an order is delivered, and give office packing slip. Keep business cards, brochures, etc., stocked and notify of need to order when low.

Requirements

- Represents elevated brand image through professional hygiene and dress standards
- Must have a reliable form of transportation.
- An outgoing personality, friendly and service minded
- Positive energy & enthusiasm
- Strong & efficient work ethic
- Must be eager and flexible to adapt and to help with tasks that may arise
- Dedication, loyalty and motivation
- Familiarity with processing transactions or ability to operate point of sale system and handle sensitive client information
- Excellent communication abilities (verbal, phone and email) and listening skills with a customer service attitude
- Solid organization and record-keeping skills
- An ability to remain calm under stressful circumstances
- Comfortable with selling products and services consistently
- Able to work as part of a team
- May be required to stand for extended periods of time
- One year of clerical/ customer service experience (Receptionist, assistant, office work, retail, etc.) Experience in Salon/Barber Shop setting highly preferred.
- Comfortable on the phone, and in-person with guests
- Must be punctual, responsible, and highly organized
- Most importantly & honestly; we are looking for someone who has a great sense of humor, can work well with others, can adapt and become part of our "office family", will take their job seriously, and understand the importance of their position.

Benefits

- Vacation time
- Few Holiday pay dates
- Commission available
- Employee paid training
- Employee discounts
- Possible tips
- Part- or full-time positions available, flexible schedule with some evenings and Saturdays.
- Work schedule is Tuesday through Saturday (Currently closed on Sunday and Monday).

About The Armed Barbers

The Armed Barbers is a small local family-owned barbershop located in Benton, Illinois. A true man's barbershop located in the main facility on the grounds of the Extreme Exigency Shooting Park, where we took two things men love and put them together—shooting and classic haircuts for men. A place to shoot and a place to enjoy old school classic haircuts, beard trims, and hot towel straight blade razor shaves.

The male baby boomer is now in his 50s and 60s, craves a return to the shops he knew while growing up. He does not want to be surrounded by the smell of acrylics or chemicals. He wants to feel comfortable and secure in a male domain when he receives a haircut, beard trim or face shave.

Younger men are wearing shorter traditional old school hair styles such as pompadours, fades, and military cuts. These styles required the expertise of a barber.

Our barbershop provides more than just barber services, our shop offers old school long lost true service, expertise, tools, guidance, and a place to gather, relax, enjoy comradeship, a place to feel welcome and caters to every grooming need, for all ages. We pride ourselves on working in excellence and delivering outstanding service in everything we do for our clients.

How to Apply

This employment opportunity is available at no cost to you! To apply, please email a resume to: TenaStuder@mantracon.org

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