

JOB RESPONSIBILITIES

ADMINISTRATION LEAD

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| POSITION | Administration Lead |
| REPORTS TO | School President |
| MANAGES | Spa Coordinator & Administrative Assistant |
| OBJECTIVE | Maintain and Manage Education Program & support Instructors to ensure they are organized, on-time and following the syllabus and lesson plans in an effective way. |
| HOURS | 35-45 hours per week, depending on workload related to start dates, events, and special projects. |

GENERAL

- Understand Skinworks mission & values, while making it apart of your day-to-day activities.
- If you have vacation or scheduled time off, and your position requires daily interaction with prospective students, current students, or employees you must find a reliable sub and notify your manager well in advance.
- You must take time to train in systems and products you are not familiar with. This includes software, product, and treatment protocols. If you are not familiar, please talk to your manager about finding time for trainings in these areas.
- Be professional & sincere with the students at all times. Make a solid effort to ensure the student gets the most out of their education.
- Set our students up for success. Doing this does not mean “bending rules”, the rules we have are built for the students to succeed.
- Be kind when directing students, clients, and staff. Understand every role, and how you can help. Don't be afraid to pitch in when needed on special projects, but also know who the best person is for them to go to.
- Dress professionally.
- Read the student and employee handbook often, know the rules, as you will be tested by the students on a regular basis.

PHILOSOPHICAL RESPONSIBILITIES

- Be role model of Skinworks Standards and keeper of Skinworks' core values and beliefs.
- Responsible for the staff and student morale and retention.
- Preserve the reputation of Skinworks.
- Provide leadership and inspirational support to all staff and students providing communication in all directions.

GENERAL BUSINESS RESPONSIBILITIES

- Create and maintain a profitable facility poised for growth and expansion by staff development and maintaining and improving systems.
- Monitor sales reports to help the school to identify challenges and opportunities.
- Drives the overall financial success.
- Attend all Lead/Staff meetings and trainings.

LEADERSHIP RESPONSIBILITIES

- Lead your team, and inspire them to be the best version of themselves
- Prioritize student redirection when needed, manage student efficiently and quickly to keep student morale in good standing. This will inturn assist in your staffs morale in the workplace.
- Coach them and redirect where necessary
- Be available to your team for emergency situations
- Stay on top of communication via slack and in person and ensure your team is doing the same.
- Arrive on time and prepared for the day, ensure your team is as well.
- Ensure your team is covered, present and assist them in finding subs if necessary.

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ADMISSIONS SUPPORT

- Audit and Scan students education folders at graduation. File, scan and note warning in FAME notes.
- Assist Admissions, Basic Instructor and Education Lead in preparing for the upcoming start date.
 - Administer 5 Week Checksheet for start dates
 - Prepare student cards (Meevo login, CIMA, student ID and locker Key info)
 - Enter students into Meevo (add pictures)
 - Print first day packets for Basic & Master Classes
 - Prepare and track Book Cards for new student kits
 - Set up Student Kits and Shirts for Start Date (Day class the day before, Evening class between 4:00-5:00)

EDUCATION SUPPORT

- Assist Theory instructor in recording CIMA test scores
 - Would like to add these test directly into FAME in future update
- Gather & Enter Grading for previous week
- Keep students academic folders and paperwork organized and scanned into the students folders.

SCHOOL ADMINISTRATION

- Take meeting minutes in all meetings
 - Staff (monthly)
 - Gather minutes from individual meetings (Frontdesk, Education and Spa) to combine into meeting minutes
 - Administrative meeting (twice a month)
 - Frontdesk (monthly)
 - Policy Meeting
 - Organize meeting minutes & surveys from the meetings within the next 3 days to finalize the meeting. Files these meetings in the COE Visit folder.
 - Advisory Meetings (Semi Annual)
 - Organize meeting minutes & surveys from the meetings within the next 3 days to finalize the meeting. Files these meetings in the COE Visit folder.
- Wrap up student surveys by dividing the surveys into staff, faculty and overall surveys. Also create a separate document for COE Visit that shows the surveys on important policies, required by COE.
- Assist School President in scheduling the Advisory meeting by sending out invites, reminders, and ensuring that we have our headcount attending.
- Assist the Education Director, Spa Director and Enrollment team with any special events that need organization.

SPA ADMINISTRATION

- Enter students schedules at enrollment, maintain the schedules throughout their education.
- Update Meevo weekly with LOA, Graduates, or Withdrawals.
- Collect appointment and sanitation grades weekly and input into FAME.
- Manage Student Orders along with Spa Coordinator

APPEALS

- Manage appeals by tracking days that student has to appeal.
- Contact student before the 5 days to follow up with them
- Schedule an appeal meeting with an appeal committee (must have an odd number for voting purposes), it is good to include the student's instructor if the student's violation was in class.
- Complete the appeal in a timely manner. While we have 10 days to respond, it is preferred to have the appeal completed within the first 3 days, specifically if a student is out of school.
- Use the appeal form to complete during the appeal meeting, scan this form and put in "appeal" folder in the student's electronic folder.

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- When writing the students appeal response letter, be sure to also save it into that folder.
- Manage Schedule changes, ensuring that the student would be able to attend their full education when changing schedules.
- Save any important text, emails or slack messages to the students electronic folder

ADMINISTRATION & FRONTDESK MANAGEMENT

- Hiring specific to Frontdesk and Administrative Assistant
 - Work with Education Lead to assist with on boarding. You will be onboarding specifically to the job description. Education Lead will be onboarding the general employee section.
- Administer monthly meetings and 1:1's with all spa coordinators and the administration assistant. Coach, train and help them stay organized and productive with our spa clients, as well as with our students.
- Weekly Sales Reports, prepare them for bookkeeper.
 - Work through daily deposits, organizing by day.
 - Correct and errors, by also letting the spa coordinators about any errors.
 - Enter daily numbers into weekly sales report
 - Download transaction report for bookkeeper weekly.

NEW EMPLOYEE CHECKLIST

- Send out welcome email
- Add Google Email & Drive
 - Access to folders
 - Add to groups
- W4 – Quickbooks Workforce (Natalie)
- I-9, Copies of passport or ID AND Social
- Employee Handbook
- Student handbook
- Print Employee Handbook Signature Pages
- On the job trainee (if needed)
- HS Diploma if Instructor

SPECIAL NEEDS & TITLE IX

- Assist Education Lead in getting letter sent and accommodation finalized.

EXECUTIVE ASSISTANT (TO PRESIDENT)

- Assist school President with holding meeting attendees accountable
 - Track and follow-up with assignments and implementation of new projects that are set in the meetings.
 - Ensure that assignments are worked on or completed by the next meeting. Come to the meeting with a summary of those conversations.
 - Track progress of meetings, what was discussed and keep the team on track (both in time and topics)

MARKETING SUPPORT

- Create an eye for our marketing, make sure all documents handed out to students are branded and look professional. If reformatting is needed work with Natalie to create.
- Review website for updates needed

REGULATORY

- Become familiar with accreditation, regulatory bodies, and government requirements.
- Assist School President by understanding regulations, reporting, and when things are due.
- Help assist with any due projects in all departments to ensure things are reported accurately and on-time.
- Serve on teams to become familiar with the accreditation process.
- Assist with semi-annual policy meetings
- Attend Advisory meetings & open houses representing the spa side.
- Assist with COE visit (every 4-6 years)