

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

MANAGER, BARBER or BEAUTY SHOP

DOT: 187.167-058 / O*NET-SOC: 39-1021.00 SVP 7

Job Description: Manages business operations and directs personal service functions of barber or beauty shop. Physical Demands - Mildly active w/light lifting, carrying or moving (up to 20 lbs); General Educational Development - R4 M4 L4; Aptitudes - Average General Learning Ability, Verbal, Numerical, Spatial, Form Perception, Clerical Perception, Finger Dexterity and Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate familiarity with the basic principles and processes involved in business and organizational planning, coordination and execution, customer and personal service, and sales and marketing. (IN, I, S)
2. Can demonstrate and apply knowledge of government regulations pertaining to business operations. (IN, I, S)
3. Can demonstrate thorough understanding of company policies and operating procedures and ensure that they are followed. (IN, I, S)
4. Can demonstrate ability to objectively observe and evaluate workers' appearance and performance to ensure quality service and compliance with company specifications. (IN, I, S)
5. Can demonstrate ability to effectively confer with workers to give performance feedback, assist with providing services and solve problems. (IN, I, S)
6. Can demonstrate ability to effectively adjust customer complaints and promote new business by expressing personal interest in efficient service for patrons. (R, IN, I, S)
7. Can demonstrate ability to correctly answer standard questions relating to the company's hours, services, etc. (IN, I, S)
8. Can demonstrate ability to make appointments and appropriately assign patrons to cosmetologist/barber to maintain uniform work schedules. (R, IN, S)
9. Can demonstrate ability to prepare the payroll, or direct payroll operations regarding same. (IN, I, S)
10. Can demonstrate understanding of proper procedure used to negotiate leases. (IN, I, S)
11. Can demonstrate ability to perform routine clerical duties (*identify*). (R, IN, S, T)
12. Can demonstrate proper procedure used to requisition or purchase equipment or supplies. (R, IN, S)
13. Can demonstrate ability to use computers to coordinate data and resources, and to store and retrieve information. (R, IN, S, T)
14. Can demonstrate ability to operate cash register and credit card machine. (R, S, T)
15. Can demonstrate ability to receive, count, and pay out cash. (IN)
16. Can demonstrate ability to use, by touch, 10-key calculator/adding machine. (T)
17. Can demonstrate ability to maintain accurate and concise records and reports/logs/journals of business operation, including accounts of receipts and expenditures for services rendered. (IN, S)
18. Can demonstrate ability to analyze, prepare, and submit budgets and operational and personnel reports. (IN, S)
19. Can demonstrate ability to coordinate sales promotion activities. (R, IN, S)
20. Can demonstrate knowledge of and ability to sell retail products. (R, I, S)
21. Can demonstrate ability to perform relief work in various activities, such as cleaning public access areas, or otherwise filling in wherever needed, including performing services of cosmetologist or

barber. (R, I, S, T)

22. **Can demonstrate ability to effectively supervise on-the-job training and school attendance of apprentice cosmetologists/barbers.**
23. **Can demonstrate ability to effectively train apprentice and master barbers. (R, IN, I, S, T)**
24. **Can demonstrate ability to work independently and appropriately prioritize assignments / tasks. (R, I, S)**
25. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**