



Stylist

JOB TITLE: Stylist

REPORTS TO: Experience Manager (EM)

DATE: April 2024

GENERAL SUMMARY & SCOPE

The Stylist is responsible for engaging with guests, consulting with them on their hair care needs and recommending products and services. The Stylist delivers quality professional services with an emphasis on the guest's total look. They support the Experience Manager (EM) and the Assistant Services Manager (ASM) through a focus on performance (service sales, and productivity), people (guest service), and process (operating procedures and compliance standards). This position requires a passion for the beauty industry, exceptional guest service, and the aptitude to learn and communicate product knowledge.

PRINCIPAL DUTIES & RESPONSIBILITIES (*Essential Functions)

The Stylist is a champion of Ulta Beauty's mission, vision, and values, and should demonstrate them skillfully and consistently by performing the following duties and responsibilities of the position (as well as all other projects/duties as assigned):

Performance

- Perform hair services including hair design, haircuts, color, texture, hair treatments, styling, updos, perms, blowouts, keratin treatments, extensions, makeup applications, and ear piercing (where applicable).
- Meet or exceed sales goal of \$800 average weekly sales and productivity goals for hair services by delivering exceptional guest service and contribute to meeting or exceeding the store's goals related to retail and service sales, guest loyalty (including credit), and retail shrink as set by Ulta Beauty.
- Demonstrate business acumen with understanding of business drivers and identified opportunities for growth.
- Perform product demonstrations with guests to drive sales and the guest service experience.
- Support the execution of in-store events, promotions, and marketing-initiatives that deliver an unrivaled guest experience.
- Take the initiative to stay informed regarding new and existing industry trends, products, and services during work time, and be knowledgeable about the ingredients and benefits of these trends, products, and services to better serve guests.
- Maintain prompt, regular attendance.

People

- Develop guest relationships through consultations and appropriate retail and service recommendations.
- Demonstrate high standards of customer service and salon image standards.
- Serve all guests, including walk-in guests, in a timely and efficient manner.

DISCLAIMER – The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.



- Develop a partnership with skin therapists and the retail team to provide a total-store and well-rounded guest experience.
- Establish professional peer and brand partner relationships that foster a shared interest in collaboratively delivering exceptional guest service.
- Share the benefits of the guest loyalty program, including credit and the Ulta Beauty app, with guests in the salon and on the salesfloor.
- Attend mandatory trainings and meetings to enable continuous professional development.

Process

- Be knowledgeable of and ensure compliance with Ulta Beauty policies, procedures, and standards.
- Follow all safety, sanitation, and infection control procedures before, during, and after services; always ensure compliance with state board guidelines.
- Follow established service protocols to ensure a consistent and exceptional guest experience.
- Utilize appropriate booking and clientele systems to book guests for return services and for events.
- Communicate any supply needs to the EM, ensuring guest readiness at all times.
- Maintain outstanding store operational standards, including cleanliness of the salon, salesfloor, restrooms, backroom, break area, and any additional assigned area.
- Adhere to the Ulta Beauty dress code.
- Protect company assets by following loss prevention best practices and providing exceptional guest service.
- Execute other operational tasks as directed.

JOB QUALIFICATIONS

Education

- Cosmetology license

Experience

- Previous relevant salon experience is preferred.

Skills

- Proficiency with latest salon techniques for performing haircutting, haircolor, lightening, styling, texture, treatment, extensions, makeup, and ear piercing services (where applicable) and/or an aptitude to develop skills and capabilities in all service categories.
- Proficiency with use of equipment and chemicals needed to perform technical work
- Proficiency to demonstrate, recommend and sell pro hair care and makeup products
- Developed communication skills
- Ability to work independently and as part of a team
- Ability to build and maintain strong customer relationships, and build clientele

SPECIAL POSITION REQUIREMENTS

- Work a flexible schedule to include days, evenings, weekends, and holidays

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WORKING CONDITIONS

- Frequent mobility during shift
- Continuous lifting and/or moving up to 10 lbs. during shift
- Frequent stooping, kneeling, bending, reaching, twisting, and crouching during shift
- Ability to stand for long periods of time during shift
- Continuous and/or frequent coordination and manipulation of objects during shift

If an associate has a disability that prevents them from performing an essential function of the job, the Company will engage in the interactive process with the associate to determine whether there is a reasonable accommodation that will enable the associate to perform the essential functions of the job.

Ulta Beauty is proud to be an Equal Opportunity employer, and we encourage people from underrepresented backgrounds to apply. We do not discriminate based upon race (including traits associated with race, such as hair texture and protective hairstyles like braids, locks, and twists), color, religion, creed, sex (including pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), sex stereotyping (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), gender, gender identity, gender expression, status as a transgender or transsexual individual, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status (including honorable discharge from military service), reproductive health decisions, familial status, refugee status, citizenship status, sexual orientation, genetic information, or any other legally protected status of an individual.

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