



Look Good. Feel Confident.

iTAN Sun Spray Spa has been paving the way of self-administered sun, spray, and spa services since 2001. We have 32 salon locations serving Riverside, Orange, San Diego, and Santa Clara counties. Our purpose is to make our customers feel confident and empowered by their natural beauty. We know that companies with a strong culture and a higher purpose perform better in the long run. As we continue to grow, we strive to ensure that our culture remains alive and well. We would like our employees to demonstrate the core values of generosity, people first, love, ownership, performance, quality, balance, and agility. We are seeking a talented candidate for the **Franchise Coordinator** position at the corporate office. This role is an essential part of the franchise services team with a primary focus on the customer care, management of point-of-sale system, and maintenance of the company's intranet system. Main areas of responsibilities and skills required:

- Customer Care and Member Relations
 - Process customers inquires
 - Reputation Management
 - Internal & External Communications
 - Event/Meeting Coordination
- Maintain Microsoft 365 platform:
 - Users and permissions
 - Documents, Libraries and Team Sites
 - Maintain access to files and records
 - Maintain accurate records of equipment, approved items, and systems.
- Full POS maintenance and upkeep, including but not limited to:
 - Codes (sales, package, file, tax, defaults, etc.)
 - EFT processing
 - Reporting
 - Safeguarding
 - Troubleshooting/correcting
- Specific Skills
 - Critical and analytical thinking
 - Attention to details and accuracy
 - People skills with ability to listen and find a resolution
 - Excellent writing skills with solid knowledge of English grammar
- Personal Qualities-
 - Fast learner with a desire to grow
 - Self-starter with ability to take a lead on the projects
 - Problem solver with ability to be creative
- Knowledge
 - Microsoft 365 (SharePoint) and MS Office programs (Word, Excel, PowerPoint, Outlook)
- Education
 - High School Diploma/ GED required
 - University/Community College/Trade School *preferred*

Wages and Benefits: DOE, Health and Dental plans, Paid Holidays, PTO.

To apply, please email accounting@itan.com and we will be in touch shortly!