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**Spa Manager**

Med-Spa, with more than 8 years in business, is growing. We are looking for an **amazing professional** to join the team as Spa Manager.

Professional Objective:

Greet and welcome Clinic’s guests and assure an excellent first and lasting impression. Oversee and maintain the spa and assure beautiful presentation, sales, and profitability. Make and confirm services professionally and according to the company instructions. Have strong knowledge of all treatments and services offered. Learn & know services and products, communicate benefits, perform services, and schedule treatments effectively. Ability to present the company, its services, and the company membership to prospects and customers alike both in person and over the phone. To be an effective phone communicator. To be able to call prospects and interested clients back to secure consultations with the appropriate aestheticians, therapist for appointments.

Job Activities and Responsibilities:

* Oversee & maintains the reception, client waiting room and ensure common areas are clean and safe.
* Greets and checks guests in and out
* Enters guest data accurately and quickly
* Accurately enters point of sale data and process weekly receipts via Quickbooks.
* Assists with stocking, inventory management, and maintaining the spa in an organized fashion
* Displays masterful knowledge of spa services
* Displays masterful knowledge of spa products
* Promotes Spa services and gift cards/certificates, advises on gift selection, maintains accurate gift sales data
* Manages effective workflow for all staff
* Accurately schedules, confirms, and guarantees clients’ reservations for Spa
* Attends and participates all general, educational training, and team meetings
* Maintains a polished and professional image, always
* Assists and support team members with personal request
* Participates in all aspects of marketing/special events planning and execution of social media pages ( FB/ IG/ Tiktok/Youtube).
* Mentors/trains new team members to help them grow
* Masters and improves the ability to communicate with guests
* Maximizes the Spa’s sales performance by ensuring that guests are receiving the best treatments and the best products
* Provides excellent telecommunication service
* Helps with creating and executing synergies and win-win partnerships with non-competing businesses
* Promotes the spa services to clients both in person and over the phone
* Tracks marketing sources and follows up on them

**Desired Qualifications:**

* **1-3 Years’ Experience in Managing a SPA**  (a MUST)
* 2 Years front line guest service (hospitality and retail highly desired)
* Bilingual **English – Spanish** (if applicable)
* **High school diploma or higher education**
* Experience with booking & scheduling software ("SPA Booker" **a BIG plus)**
* **Knowledge and experience**
* Computer skills (Word & Excel)
* Good in-person & phone selling abilities
* Flexible schedule (we are also open Saturdays)
* Professional and clean image with gracious, warm, and genuine personality
* Good organizational skills and follow through
* Able to multi-task & experience with managing multi-phone lines
* Sales experience & ability to sell services
* **Behavioral Characteristics**

Strong guest service orientation **Able to work under pressure and in a Team**

* Enjoys team environment and interaction with co-workers
* Excellent communication skills
* Flexible and cooperative (team player)
* High personal standards, good self esteem
* High energy, able to work in fast paced environment
* Good sense of time management
* Self-motivated
* Seeks out knowledge and enjoys learning/strives for professional growth
* Pays attention to detail
* Good organizational skills and follow through
* Able to multi-task and improvise on the spur of the moment
* Work Remotely: No

I acknowledge that I have read and understand the job description for this position:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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