



POSITION DESCRIPTION:**SPA ESTHETICIAN**

Division/Department: Skin Care Department
Reporting Relationship: Dept. Leader/Spa Manager & Director

Professional Objectives: To deliver the spa treatments according to protocols and rituals guaranteeing the guest the ultimate spa experience. Also, Estheticians must portray a professional self-image and perfect treatments/products technical knowledge and skills. Invest in self education by becoming a multi-tasking skin care specialist.

Position Activities and Responsibilities:

- Performs all facial treatments recommended by analyst
- Ability to perform all facial treatments offered on the spa menu according to protocols and rituals
- Interacts cooperatively with other spa team members to provide a seamless guest experience
- Presents warm, gracious and professional persona towards guests and co-workers
- Adheres to a high professional image standard such as dress, grooming, language, and lifestyle
- Practices the highest standard of sanitation, neatness, and visual presentation
- Actively builds repeat clientele
- Attends and participates in all general and team meetings
- Assists with laundry and spa cleaning, even if an assistant is available
- Maintains treatment room inventory and other organizational tasks
- Attends all in-house training and commits to outside continuing education
- Participates in all aspects of marketing/special events planning and execution
- When asked, evaluates potential new team members for various positions
- Assists new team members
- Completes daily check list of cleaning obligations and abides by all county, state and local laws and regulations regarding sanitation, cleanliness, and safety.
- Adheres to work schedule and has good work ethics
- Is a team player and assists others whenever asked
- Maintains a positive and professional attitude
- Sets and achieves goals and targets

Desired Qualifications:

- Valid esthetic license
- Highly desirable special skills of facial protocols and knowledge of aromatherapy
- Guest service oriented with the ability to deliver the ultimate spa experience
- Experienced with facials including the use of esthetic equipment such as: galvanic, light therapy etc.
- Ability to follow protocols and directions

- Drive for continuing education
- Bilingual

Behavioral Characteristics:

- Guest service oriented
- Enjoys team environment and interaction with co-workers
- Excellent communications skills
- Flexible and cooperative
- Good organizational skills and follow-through
- Able to multi-task and improvise on the spur of the moment
- High energy, able to work in a fast paced environment
- Good with time management, prompt, completes treatments within assigned time
- Good sense of humor
- Self-motivated and positive
- Able to work well under pressure
- Seeks out knowledge and enjoys learning/strives for professional growth

Performance Expectations:

- Monthly target and goal achievements +/_ _____
- Average service volume per guest: _____
- Average service upgrades per guest: _____
- Average home care volume per guest: _____
- Guest retention rate: _____
- Referral generation rate: _____
- Attendance _____
- Guest satisfaction rating _____
- Knowledge and skills _____
- Attitude _____
- Image _____

Other expectations are outlined in the performance review.