

## **Position Title: Medical Spa Manager**

### **Position Summary**

Responsible for managing, supporting and motivating the spa team to deliver an outstanding guest experience. Initiate, implement and monitor processes and procedures to ensure the effective operation, development and profitability of the spa. Interviews, trains, supervise, counsels, schedules and evaluates staff. In collaboration with upper management, oversees financial aspects of the operation including profitability, forecasting, and purchasing and inventory control. In collaboration with the Marketing Manager, develops and oversees the marketing programs in relation to the promotion of the spa.

### **Qualifications**

- Associates Degree required, Bachelor's Degree preferred
- 2 + year(s) experience in a spa/salon environment
- 2 + year(s) experience in Management
- Retail experience preferred

### **Behavioral Characteristics**

- Customer Focus
- Leadership
- Team player
- Excellent Organizational Skills
- Excellent Communications Skills
- Able to Multi-task
- High energy
- Motivates Others
- Diplomatic
- Composure
- Problem Solving Skills

### **Duties and Responsibilities**

#### **Customer Service**

- Anticipate, identify and ensure client needs are being met in a friendly and professional manner.
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations.
- Maintain fresh, effective programs to consistently retain and grow client base and in the booking and handling of all clients.
- Monitor client satisfaction with surveys, verbal feedback, etc.
- Guide staff to become caring problem solvers, cooperative, accommodating and fair.
- Develop and deliver credible, competitive, value-plus service to the client.

#### **Financial**

- Interpret Financial Reports and provide expertise on (projected) Revenue vs. Expenses.
- Administer staff and client scheduling for maximum revenue generation and profitability.
- Implement opportunities for managing operational costs and boosting the bottom line.
- Control on-going service and product analysis to ensure profitability.

## **Marketing**

- Create on-going in-house promotions and activities to stimulate sales, staff and clients.
- Develop marketing strategy (12 month calendar) to obtain optimal sales and to stay on top of spa industry trends.
- In collaboration with Marketing Director, create promotions on all ideas to market the spa which includes but is not limited to the following: website, poster, radio spots, monthly e-mail blasts, mailers, brochures, public appearances, etc.

## **Staff**

- Effectively administer and monitor staff regarding: problem mediation, organize and set work schedules, communicate and enforce company rules and regulations, and maintain satisfactory performance standards among all levels of supervised employees.
- Schedule, plan and facilitate staff team meetings and on-going skills training to ensure service standards are being upheld and to keep spa marketable with current trends.
- Perform annual Staff Evaluation reports with proposed action plans.
- Create and implement programs to ensure staff motivation.
- Spearhead the recruitment, interviewing, selection and training of new spa personnel.

## **Operations:**

- Attend management meetings to ensure compliance standards are met.
- Oversee facility conditions and advise upper management as to needed repairs, improvements, potential client/employee hazards and general maintenance.
- Assist in continued development and refinement of employee manual and operations protocols.

All duties and responsibilities stated are essential job functions. Staff members may be required to perform additional job-related duties as assigned by management.