



POSITION DESCRIPTION: Esthetician

Division/Department: Spa - Skin Care
Reporting Relationship: Spa Leader
Compensation Structure: Hourly + Commission

Position Summary:

To deliver skin, body and hair removal treatments according to license, protocols and rituals guaranteeing the guest the ultimate spa experience. Estheticians must portray a professional self-image and master treatment/product technical knowledge and skills.

Essential Duties and Responsibilities:

- Ability to perform all facial, body and applicable add on treatments offered on the menu according to protocols and rituals
- Interacts cooperatively with other team members to provide a seamless guest experience
- Discovers guests' needs and makes appropriate treatment and home care recommendations
- Presents warm, gracious and professional persona toward guests and co-workers
- Adheres to a high professional image standard such as dress, appearance, 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 suite inventory and other organizational tasks
- Attends all in-house training and commits to outside continuing education
- Attends monthly, weekly and daily meetings
- Open to coaching, roleplaying and improvements to perfect skills
- 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 and is a team player and assists others whenever needed
- Maintains a positive and professional attitude
- Sets and achieves goals and targets

Desired Qualifications:

- Valid esthetic's license
- Specialized skills and knowledge of facial protocols and knowledge of aromatherapy and applicable equipment
- Guest service oriented with the ability to deliver the ultimate treatment experience
- Ability to follow protocols and directions
- Passion for continuing education
- A professional work ethic and image

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
- Energetic, 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
- Welcomes change
- Seeks out knowledge and enjoys learning/strives for professional growth

Measurable 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
- Teamwork
- Work ethic

Revenue targets:

- Spa boutique sales targets _____
- Spa service volume target _____
- Spa gift card sales target _____
- Membership sales targets _____
- Upgrades and VPG target _____
- Other _____

Other expectations are outlined in the Performance Review.

I have reviewed and understand my specific position description, expectations and responsibilities:

Name _____

Signature _____

Date: _____