

Job Overview

The Esthetician administers professional facials, waxing services and select body treatments to our guests. They must possess a thorough knowledge of the skin, have excellent facial massage and skin extraction techniques, possess excellent cleanliness and sanitation skills and be willing to train in our spa's specific facial treatment offerings. They must possess excellent communication skills and be able to learn the product and service knowledge necessary to effectively provide wellness and beauty solutions to meet the needs of our guests. They must hold and maintain a current state license.

General Responsibilities

- Be on time for your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional facial and body treatments in accordance with spa protocols and accepted certification practices.
- Be flexible with your schedule, supporting the needs of the spa.
- Properly care for equipment and use proper amounts of product to assist with cost controls.
- Have complete knowledge and understanding of all services and products while educating and training guests in these areas.
- Actively promote home care programs, meeting minimum retail sales goals.
- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures.
- Perform prep work and properly clean and restock room as required.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Possess ability to work without direct supervision.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Assist in all areas of spa operation as requested by management.

Job Qualifications

Education:

- High school diploma or equivalent.
- Must hold and maintain a current State license.

Experience:

- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills, as well as basic computer knowledge.
- Must be a team player.
- Minimum of 2 years experience in an upscale spa environment.

FLSA Information

Management Activities

- None

Discretion / Independent Judgment

An Esthetician will be expected to work with guests and visitors to ensure satisfaction. A Esthetician will have to take initiative and get creative in resolving guest challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements

- Ability to speak and hear
- Close and distance vision
- Identify and distinguish colors
- Frequent sitting with some walking and standing
- Ability to lift 5 lbs
- Occasionally lifts/carries up to 15 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills
- Able to reach hands and arms in any direction and kneel, stoop or crouch repeatedly

Working Conditions

- Primarily indoor work setting
- Varying schedule to include evenings, holidays and extended hours as business dictates