



POSITION DESCRIPTION: LEAD SKINCARE SPECIALIST

Division/Department: General Spa

Reporting Relationship: Spa Management/Owner

Location of Employer: Tampa, Florida

Job Classification: Management

Employment Status: Contract

Pay Structure: Commission + Bonus

Professional Objectives: To train, motivate, and supervise your spa department team according to the spa program. To achieve set performance targets for self and spa team while assisting the owner and spa management with leading and managing the spa. The team leader is a first level management position within the spa structure. In this Lead Skincare Specialist position, you will be responsible for performing two main functions: assisting the Spa Manager and Owner along with performing spa treatments.

Position Description and Responsibilities:

Spa Team

- Implement spa program according to training manual
- Communicate the vision and mission of the spa
- Be a role model for the spa team
- Assist in conducting training sessions and meetings
- Ensure the team is following guest protocols and delivering the ultimate spa experience
- Maintain and enforce all policies contained within the spa training manuals
- Monitor proper product usage
- Resolve team member conflicts
- Motivate, encourage, and recognize the team
- Conduct performance evaluations
- Guide and manage spa support team

Spa

- Delegate cleaning and organizing responsibilities and ensure they are followed through by conducting area/room audits
- Resolve guest issues
- Assist owner and spa management in making daily decisions and leading the team
- Monitor cleanliness of spa/salon and ensure all sanitation/sterilization tools are used and available
- Implement and practice all spa protocols according to the spa program



Professional

- Keep up with industry standards, shifts and trends
- Focus on continuing education
- Assist the owner and spa management with the coordination of special events such as: trade shows, marketing events, bridal expos, career nights, employee parties. etc.

Desired Qualifications:

- Experience in front line guest service (hospitality and retail highly desired)
- Experience in supervising or training a spa/salon team
- High school diploma or college degree
- Professional trade license such as: aesthetician, paramedical aesthetician, therapist, cosmetologist with extensive experience, and technical knowledge
- Computer skills and aptitude for mastering the spa's software
- Good writing and communication skills
- Good organizational skills and follow through
- Flexible schedule
- Passionate about the spa industry
- Elevated product and technical knowledge such as skin analysis and treatment application
- Skilled with time management
- Driven and self-motivated
- Management experience
- Bilingual a plus

Behavioral Characteristics

- Strong customer service orientation
- Strong leadership skills, motivational, and inspirational
- Cheerful, upbeat personality with a good sense of humor
- Enjoys fostering team environment and mentoring
- Excellent communication and public speaking skills
- Flexible and cooperative
- Patient and levelheaded
- High personal standards, confident and committed to the spa team
- Pays attention to detail
- Able to multi-task and improvise as needed
- High energy, able to work in fast paced environment
- Self-motivated, little to no guidance needed to complete tasks
- Able to work well under pressure
- For professional growth seeks out knowledge and enjoys learning and teaching
- Polished and professional manner of conducting business