



## POSITION DESCRIPTION: SPA ESTHETICIAN

**Division/Department:** General Spa

**Reporting Relationship:** Dept. Leader

**Location of Employer:** Tampa, Florida

**Job Classification:** Team Member

**Employment Status:** Contract

**Pay Structure:** Commission + Bonus

**Professional Objectives:** To deliver spa treatments according to protocols and rituals guaranteeing guests the ultimate spa experience. Estheticians must portray a professional self-image and master treatment/product technical knowledge and skills. Estheticians are expected to invest in self-education to ensure growth.

### **Position Activities and Responsibilities:**

- Ability to perform all facial treatments offered on the spa menu according to protocols
- Interacts cooperatively with other spa 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 coworkers
- 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 shift line up meetings
- Open to coaching, role playing 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
- 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
- Specialized skills and knowledge of facial protocols and knowledge of aromatherapy and equipment
- Guest service oriented with the ability to deliver the ultimate spa 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 as needed
- 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
- Welcomes change and new challenges
- Seeks out knowledge and enjoys learning
- Strives for professional growth