

## **POSITION TITLE: Spa Coordinator**

### **Position Description**

Responsible for providing superior customer service and sales in all aspects of the Medical Spa to ensure that clients receive a memorable and satisfying experience.

### **Qualifications**

- High School Diploma
- 1 + year(s) experience in a spa/salon environment and sales
- Proficient in Microsoft Office (Outlook, Excel, Word)
- Experience with Millennium software preferred
- Ability to communicate professionally and effectively with all levels of staff, clients, involved physicians and community

### **Job Responsibilities**

- Anticipate, identify and ensure client needs are being met in a friendly and professional manner while ensuring their complete comfort and satisfaction
- Efficiently and cordially answer phones educating clients on services/products
- Provide thorough and knowledgeable explanations of medical spa and products in order to optimize customer satisfaction
- Schedules and confirms all appointments according to spa protocols in order to ensure smooth and efficient workflow
- Check clients in and out using software system
- Perform sales transactions and daily cash-outs following company protocols to ensure high standard of accuracy
- Responsible for opening and closing the medical spa following standard operating procedures
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations
- Maintain a beautiful physical environment in all the areas of the medical spa
- Provide accurate, appropriate and immediate responses to all requests by clients, ensuring complete customer satisfaction and discusses concerns or problems immediately with management
- Knowledge and understanding of medical spa services and of medical-grade skincare product lines carried
- Maintain appropriate communication and good interpersonal skills with management, staff and clients to ensure coordinated efforts and provision of high quality service and customer satisfaction
- Provide thorough and knowledgeable explanation of all procedures and services in order to maximize each sale and optimize schedule for appointments
- Perform tours to visitors with explanation of all procedures and services, including retail, offered with goal to acquire sale of service appointment and promote retail sales
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations in a timely manner
- Participate in general staff meetings, planned seminars/events and/or educational trainings as scheduled
- Maintain a polished and professional personal image

Staff members may be required to perform additional job-related duties as assigned by management.