



Esthetician Job Description

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 our spa's specific facial treatment offerings. They must possess excellent communication skills and be able to learn the products 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 New York State License.

General Responsibilities

- Be on time for your shift, prompt with each appointment, and perform services within the appropriate time allotted for 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 the law and spa's policies and procedures.
- Perform prep work and properly clean and restock the 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 client questions and concerns professionally and courteously.
- Provide accurate, appropriate, and immediate responses to all requests by clients, ensuring complete guest satisfaction.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Possess the ability to work with or 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 operations as requested by management.

Job Qualifications

Education:

- High school diploma or equivalent
- Must hold and maintain a current New York 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.

Discretions/Independent Judgement

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

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 - 10 lbs.
- Occasionally lifts/carries up to 25 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 arm in any direction and kneel, stoop or crouch repeatedly.

Working Conditions:

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

*While this outline attempts to be all-encompassing, this position is expected to evolve beyond these categories. As you become more familiar with the operations of AgeLess SPA you will be expected to make suggestions on policies, procedures, and controls and to call on members of your team to help you accomplish these objectives.

I have received, read, and accepted the responsibilities of my job description and I am committed to upholding the standards of quality and care of AgeLess SPA The Skin Bar as described above.

Employee (print name): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____