

INSERT LOGO

Job Description: RN Injector

Name:

Reports to: Clinical Lead

Date:

Weekly Schedule: TBD

PURPOSE AND OVERVIEW

The Injectable RN will perform detailed cosmetic consultations and skillfully administer various Medspa treatments such as; injectables, lasers & microneedling while maintaining an excellent standard of sanitation, service, and clinical documentation.

As well as ensure the safety of clients at all times when performing treatments.

PRIMARY RESPONSIBILITIES

Faculty:

- Maintain utmost spa cleanliness & room cleanliness
- Coordinate with the Spa Manager to ensure appropriate supplies and necessary inventory are ordered and on hand. Communicate when supplies are running low
- Use manufacturer's reps accordingly

Employee Performance:

- Arrive at least 10 minutes before the scheduled shift
- Dress professionally and appropriately in accordance with industry standards
- Attend team meetings; daily, weekly, and/or monthly
- Respect complimentary employee services, rules, prices, etc.
- Coach and be coachable- we never stop learning!

Product/Service Knowledge:

- Participate in continuing education
- Be ahead of industry trends- know what is coming up in the industry- stay educated!
- Attend all mandatory training/meetings
- Know all current offers and specials
- Know and participate in spa incentive contests
- Become proficient in all spa services/treatments within the first two weeks of hire

Med Spa Schedule:

- Review the week prior and make changes as needed- be responsible for your own schedule!
- Daily review of all scheduled appointments

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Clerical/Patient Charts:

- Prep charts with the appropriate paperwork for patients
- Pull charts two days prior
- File charts daily- no exceptions! Take detailed chart notes and progress photos **EVERY** time!

Customer Service:

- Handling any client complaints- seek to understand and involve management
- Enhancing patient experience- always strive for 5-star service!
- Backing up front desk as needed- be ready to help out when needed- be a team player
- Upselling/cross-selling products and services- be aware of cross-promotions that will benefit your patient
- Assist in closing sales
- Knowledge of services/products- be a product of the product!
- Phone consultations- continually practice phone consultations and lead conversion calls using scripts

Daily Cash Drawer:

- Banking: take in deposits
- Managing financing payments

Benchmarks:

- Review surgery schedule to optimize efficiency for physician and caseload

Direct Report: _____

Team Member Name: _____

Team Member Signature: _____

Mentor Buddy: _____

Date: _____

Start Date: _____

Weekly Schedule: _____

30 Day review (Date/Time): _____

60 Day review (Date/Time): _____

90 Day review (Date/Time): _____