

INSERT LOGO

Job Description: Operation Manager/Sales Consultant

Name:

Reports to: Spa & Sales Manager

Date:

Weekly Schedule:

PURPOSE AND OVERVIEW:

Takes responsibility for the overall flow and efficiency of the spa, inventory, monthly budget expense review and facilities management. Supervises front desk, manages monthly marketing campaigns, eblasts, events, and website.

PRIMARY RESPONSIBILITIES:

Facility:

- Spa Maintenance: spa cleanliness, room cleanliness - nightly checkout for staff
- Office Supplies
- General Spa Supplies
- All inventory ordering and management
- Retail inventory ordering, stocking, management, monthly reconciliation
- Manage the injectable balance, lock and check out system

Med Spa Schedule:

- Review 1 week prior and make changes as needed
- Daily review of all scheduled appointments
- Manage doctors schedule
- Coordinate Events
- Manage scheduling

Daily Cash Drawer:

- Petty Cash: manage and balance monthly
- Banking: take in deposits
- Prep and Process Payroll, review time clock, etc.
- Manage Money Payments
- Accounting duties as needed

Marketing & Sales:

- Update the office and website with monthly campaigns
- Measures incoming emails and calls conversion to consultations
- Retail merchandising, cleaning, stocking, ordering retail
- Coordinate product bundling offers with vendors
- Performs patient consultations 2 days per week

OPERATION MANAGER/SALES CONSULTANT

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Benchmarks:

- Inventory Loss Reports
- Consult Closing Ratio above 70%
- Monthly Sales exceeding \$50,000
- Retail Sales for the facility goal of 15%
- Manage expenses according to budget
- Event Sales Results
- Minimal loss of injectable and retail products upon inventory reconciliation monthly

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): _____