

INSERT LOGO

Job Description: Spa Manager

Name:

Reports to: Director of Operations

Date:

Weekly Schedule: TBD

PURPOSE AND OVERVIEW:

Maintain overall responsibility for the flow and efficiency of the spa, staffing, inventory, budget (review and performance), and revenue weekly management.

PRIMARY RESPONSIBILITIES:

Facility:

- Spa maintenance issues, spa cleanliness, room cleanliness
- Office supplies
- General spa supplies
- All inventory ordering and management
- Retail inventory ordering, stocking, management, monthly reconciliation

Staff Management/ Employee Performance:

- Holding morning Impact Meetings
- Weekly one-on-ones with the staff
- Manage and coordinate staff's PTO and schedule change requests
- Review weekly call logs
- Arrange necessary continuing education for spa staff
- Organize complimentary employee services, rules, prices, etc.
- Coach and motivate individuals

Med Spa Schedule:

- Review the week prior and make changes as needed.
- Daily review of all scheduled appointments
- Manage doctor's schedule
- Coordinate events

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Customer Service:

- Handling any client complaints
- Enhancing patient experience
- Assisting the front desk as needed
- Upselling/cross-selling products/services
- Assisting providers in closing sales
- Knowledge of services/products
- Phone consultations

Daily Cash Drawer:

- Petty cash: manage and balance monthly
- Banking: take in deposits
- Prep and process payroll, review time clock, etc.

Benchmarks:

- Daily Impact Meetings: teach team Revenue Weekly Goals
- Complete weekly reports for weekly ownership meeting
- Track: closing ratio, average ticket, spa booked capacity
- Track and report budget versus expenses
- Review surgery schedule to optimize efficiency for doctor and caseload
- Review monthly incoming web leads, lead sources and marketing campaigns

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): _____

SPA MANAGER