

INSERT LOGO

Job Description: Spa Director

Name:

Date:

Reports to: Owner/Medical Director

Weekly Schedule:

PURPOSE AND OVERVIEW

The major function of the Spa Manager is to provide leadership, direction, and supervision of the staff in the daily operations of the Medical Spa.

This includes technician and practitioner employee functions, staff scheduling, budget coordination and implementation, promotional events to enhance the client base, and establishing and demonstrating outstanding client service.

The Spa Director must have extensive knowledge of all medical and spa services and retail products. Direct all efforts toward client satisfaction, achieving and maintaining Medical Spa standards, and profit maximization.

PRIMARY RESPONSIBILITIES

Function/Flow of Spa:

- Spa maintenance/cleanliness/supplies
- Responsible for the management of daily operations
- Develop and implement systems and programs
- Work as a support and contact for vendors

Staff Management/Staff Support:

- Establish and implement short and long-term goals, objectives, policies, and operating procedures
- Serve on planning and policy committees
- Schedule staff meetings bi-annually, ensure scheduling of product and service training quarterly and more often as needed
- Prepare agenda and conduct management and staff meetings
- Coach staff in developing and maintaining client relationships for optimal client retention
- Review weekly spa revenue reports with medical practitioners to track performance
- Hold morning impact meetings with technicians
- Monitor staff timeliness
- Supervise room cleanliness
- Track and monitor staff PTO
- Quarterly one-on-ones with staff and practitioners to review performance, revenue, attitude, etc. (excluding Front Desk)

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Schedule:

- Manage doctor's schedule and travel arrangements
- Ensure the scheduling of Vendor In-service product training
- Managing staff shift schedules effectively
- Managing PTO requests to ensure adequate coverage at all times (spa and medical services)

Customer Service:

- Assess and resolve any scheduling conflicts, guest challenges, or other instances
- Comply at all times with company standards and regulations to encourage safe and efficient spa operations
- Enhance patient experience
- Maintain knowledge of products and services
- Oversee doctor's email if necessary

Financials & Marketing:

- Create, coordinate and evaluate the reporting tools to track client retention, re-bookings, and consultation closures monthly
- Assist in the creation, coordination, and evaluation of financial programs and supporting information systems of the company
- Manage cash, banking transfers as needed (payroll, payables), and daily deposits
- Assist in the development of annual budget planning
- Analyze cash flow, cost controls, and expenses
- Maintain budget and evaluate ways to reduce costs and increase revenue
- Oversee all inventory ordering (back bar, retail – min/max levels) to control to eliminate loss and reduce costs
- Oversee all marketing efforts, both internal and external

Benchmarks:

- Conduct daily Impact Meetings with Staff
- Complete Weekly Performance Grids
- Weekly reports to include:
 - Customer Service Surveys
 - Patient Referral Reports
 - Daily Sales Reports Summary
 - Staff Performance week to date

Commission on ____% under Supply and Spa Monthly Budget of \$_____

Completion of Special Projects

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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): _____