

## **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):** \_\_\_\_\_