

Position Title:	Master Aesthetician
Name:	
Manager:	
Schedule:	
Date:	

Objective: The Master Aesthetician will work under the Medical Director providing skin treatments, laser hair removal, chemical peels, microdermabrasion, and body contouring treatments. The Master Aesthetician will provide consultations and recommendations while monitoring patient expectations and results.

Responsibilities:

Facility

- Control spa maintenance issues as well as spa cleanliness & room cleanliness
- Order office supplies with Spa Manager
- Order general spa supplies with Spa Manager
- Coordinate all inventory ordering and management with Spa Manager
- Retail inventory ordering, stocking, management, monthly reconciliation
- Meet daily, weekly, and monthly with Spa Manger to review inventory, backbar, and disposables
- Keep license and certifications updated and displayed

Employee Performance

- Arrive at least ten minutes prior to scheduled shift
- Dress professionally and appropriately for industry standards
- Attend morning Impact Meetings
- Weekly one on ones with Manager
- Be aware of and coordinate staff's PTO
- Arrange/attend necessary continuing education for spa staff
- Respect complimentary employee services, rules, prices, etc
- Coach and be coachable- we never stop learning!

Product/Service Knowledge

- Participate in continuing education
- Attend all mandatory trainings/meetings
- Know all current offers and specials
- Know and participate in spa incentive contests
- Become proficient on all spa services within first two weeks of hire

Med Spa Schedule

- Review week prior and make changes as needed

Daily review of all scheduled appointments
Managing Doctor's schedule
Coordinating events
Managing body contouring scheduling

Clerical/Patient Charts

Prep charts with 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, seeking to understand, and involving management
Enhancing patient experience- always strive for 5-star service!
Backing up front desk as needed- be ready to help when needed
Upselling/cross selling products/services- be aware of cross promotions that will benefit your patient
Assisting 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: assist front desk to take in deposits/payments if needed
Be aware of where patients are at in a series of treatment

Benchmarks

Daily Impact Meetings: Be aware of and participate in revenue weekly goals
Completing weekly reports for weekly ownership meeting
Track: closing ratio, average ticket, spa booked capacity
Review surgery schedule to optimize efficiency for Doctor and case load

Review monthly incoming web leads, lead sources and marketing campaigns

Employee Signature:	
Date:	
Managers Signature:	
Date:	