

Name:	
Position Title:	Spa Manager
Reports To:	
Schedule:	
Weekly Hours:	

Objective:	Overall responsible for the flow and efficiency of the spa, staffing, inventory, budget review, performance and revenue weekly management.
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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 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 up or out

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 with 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

Customer Service

Handling any client complaints

Enhancing patient experience

Backing up 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

Managing financing payments

Benchmarks

Daily Impact Meetings: teach team revenue weekly goals

Completing 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 case load

Review monthly incoming web leads, lead sources, and marketing campaigns

Employee Signature:	
Date:	
Managers Signature:	
Date:	