

<b>Name:</b>	
<b>Position Title:</b>	<b>Spa Manager</b>
<b>Reports To:</b>	
<b>Schedule:</b>	
<b>Weekly Hours:</b>	

<b>Objective:</b>	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

<b>Employee Signature:</b>	
<b>Date:</b>	
<b>Managers Signature:</b>	
<b>Date:</b>	