

Position Title:	Injectable RN
Name:	
Manager:	
Schedule:	
Date:	

Objective: The Injectable RN will perform detailed cosmetic consultations, skillfully administer various Medspa treatments such as injectables, lasers & microneedling while maintaining an excellent standard of sanitation, service and clinical documentation. As well as ensure the safety of clients at all times when performing treatments.

Responsibilities:

Facility

- Maintain utmost spa cleanliness & room cleanliness
- Office supplies- order from Spa Manager
- General spa supplies- order from Spa Manager
- All inventory ordering and management
- Retail inventory ordering, stocking, management with Spa Manager
- Have daily, weekly, and monthly meetings with Spa Manager regarding injectables and disposable supplies
- Use manufacturers reps accordingly

Employee Performance

- Arrive at least 10 minutes before scheduled shift
- Dress professionally and appropriately for industry standards
- Attend morning Impact Meetings
- Weekly one on one's with Manager
- Be aware of and coordinate staff's PTO
- Attend necessary continuing education for spa staff.
- Respect complimentary employee services, rules, prices, ect.
- Coach and be coachable- we never stop learning!

Product/Service Knowledge

- Participate in continuing education
- Be ahead of industry trends- know what is coming up in the industry- stay educated!
- Attend all mandatory trainings/meetings
- Know all current offers and specials
- Know and participate in spa incentive contests
- Become proficient on all spa services/treatments with first two weeks of hire

Med Spa Schedule

Review week prior and make changes as needed- be responsible for your own schedule!

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- seek to understand and involve management

Enhancing patient experience- always strive for 5-star service!

Backing up front desk as needed- be ready to help out when needed- be a team player

Upselling/cross selling products and services- be aware of cross promotions that will benefit your patient

Assist 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: take in deposits

Managing financing payments

Bench Marks

Daily Impact Meetings: teach team revenue weekly goals

Completing weekly reports for weekly ownership meeting

Track closing ratio, average ticket, and spa booked capacity

Track and report budget versus expenses

Review surgery schedule to optimize efficiency for physician and case load

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

Employee Signature:	
Date:	
Managers Signature:	
Date:	