

## **Esthetician Job Description**

### **Overview**

In this position you are responsible for exemplifying JCC spa customer service philosophy, ability to describe to clients products used in our signature treatments, and providing an exceptional spa experience. You will work in a fast paced, luxury spa environment and must be a team player focused on client satisfaction

### **Responsibilities include:**

#### **Creating an Exceptional Member Experience**

- Perform consecutive, high quality skin care services during your scheduled shift
- Provide a custom tailored session unique to each client
- Create an exceptional spa experience for each guest
- Follow proper disinfecting and cleaning standards set by OSHA and management.
- Maintain a sterile, clean, organized work station
- Assist with maintenance tasks as needed; these may include refilling beverage dispensers, light dusting/cleaning, organization, emptying trash cans, and laundry disposal.

#### **Expectations**

- Maintain a healthy, clean, and professional appearance
- Willing to learn new skills, such as developing new styles and techniques.
- Possess excellent communication skills both written and oral
- Consistently offer the highest level of personalized service while maintaining a positive, enthusiastic, and helpful attitude
- Follow proper treatment protocols
- Adhere to company policies, standards, and procedures
- Possess a commitment to the job and the industry
- Maintain flexibility whenever possible and be punctual for shifts and appointments
- Exhibit awareness of and enthusiasm for all spa programs, services, and promotions
- Respond to guest suggestions, concerns, and complaints in a professional and consistent manner
- Build and maintain clientele
- Encourage at home care with the promotion of retail items while meeting and exceeding goals set by management.
- Attend training as required and needed by management

**Required Qualifications:**

- Current working license
- Minimum 1-2 years' experience in a busy spa atmosphere as a Licensed Esthetician
- Proficient in Waxing (facial, body, Bikini and Brazilian waxing required)
- Ability to work with a knowledgeable, sophisticated clientele
- Ability to work a flexible schedule including evenings and weekends
- Mastery of professional skills under scope of licensure

**Preferred Qualifications**

- CPR/First Aid Certified

**Job Type**

- Part-time/full time