



Company: Hammam Spa by Céla
Location: Bayview Village
Position: Lead Therapist - Esthetician
Job Available: October, 2019
Type of Employment: Full Time

Compensation:

\$25.00 / working hour
+ PREMIUM RATE paid on request client appointments
+ standing rate paid on available time
+ Gratuities on services

Benefits:

Flexible vacation policy
40% staff discount on retail and services
Predictable pay increase scheme in place
SunLife Group Insurance Health, Dental and Life Insurance Benefits paid 100% with no enrollment period

Spa Overview:

Lead the Esthetics Department at Canada's top Day Spa. Hammam Spa opened its King West location in 2005 and has been an industry leader ever since. Now during an exciting period of growth, we are hiring for our second location within Bayview Village, opening October 2019. Hammam Spa is a full-service day spa offering treatments to purify, energize and balance the skin, body and mind. Learn more about us and view job openings at: www.hammamspa.ca.

Position Overview:

Estheticians are valued members of the team at Hammam Spa. The Lead Esthetician plays an especially important role within their department. While also continuing to see clients and offer a full range of aesthetic services, the Lead

Esthetician also provides training, leadership and day-to-day support to all members of the Esthetics staff at Hammam Spa by Céla Bayview. The successful candidate will excel at intrapersonal conflict resolution, and understands that energy and enthusiasm go a long way when in motivating a team to meet and exceed service standards. The Lead Esthetician will be asked to contribute regularly during meetings with the Spa Manager and Director of Operations.

Duties & Responsibilities:

- Promotes and contributes to a positive working environment with a spirit of inclusivity
- Acts as a non-biased leader to the Esthetics department, upholding the goals and objectives of the organization
- Advocates as a representative of the Esthetics department to higher management on workplace issues and improvements
- Organizes and attends training
- Manages Spa inventory for the Aesthetics department. Delegates inventory counts, receiving orders and stocking with the help of the Administrative Assistant and fellow Estheticians
- Onboards and trains all new Estheticians on treatment protocol
- Ensures proper safe use of all spa equipment and provides regular feedback to the Spa Manager regarding maintenance and improvements
- Abides by the Hammam Spa Policies and Procedures Guide, and holds members of staff accountable to the same standards
- Is available to all members of the Department to correctly answer questions related to protocol/vacation policy, etc.
- Reviews client Health History/Release forms prior to services adapting for any contraindications
- Leads by example abiding by service protocol during all treatments
- Provides high-level customer service, as well as safe and efficacious services to all guests
- Demonstrates advanced technical ability during treatments
- Comfortably discuss services, treatment plans and recommendations with clients
- Maintains cleanliness of treatment rooms/nail resources
- Ability to educate clients and sell skincare and beauty lines sold in our boutique
- Completes customized Skincare recommendation sheet for all facial clients
- Completes treatment notes on all visiting clients noting preferences or recommendations
- Follows up with Clients via telephone post OxyGeneo or Peel Treatment to ensure client comfort
- Follows up with Clients via telephone after large skincare purchases
- Responsible for fostering a healthy attitude and working relationships with all co-workers and members of management
- Other tasks as assigned

Requirements:

- Fluency in English
- Exceptional customer service skills
- Ability to meet personalized sales goals
- Courteous, discreet, and professional demeanor
- Advanced time management skills

- Ability to sit or stand for extended periods of time
- Ability to work in humid environment
- Must be well groomed, and comply with the spa dress-code policy
- Ongoing Customer service and product line training attendance is mandatory
- Availability to work evening/weekend shifts.

Education & Experience:

- Esthetics Program Graduate
- Minimum 5 years in a professional Esthetics role
- Previous spa experience required
- Previous management or leadership experience required
- Previous experience with Booker OS considered an asset

**All applicants must have legal permission to work in Canada in order to be consider*