Spa Assistant Manager

Job Description:

**Spa** **Assistant** **Managers** are responsible for the successful operations of hair, beauty and spa spas. AssistantManagers are generally responsible for helping general managers keep day-to-day operations running. Responsible for both profit and customer satisfaction, beauty spa assistant managers lead their teams of spa staff to provide excellent services, maximize profit and follow all health and safety regulations. As a spa assistant manager, one will help in hiring, training, and dismissing staff members and managing the spa's day-to-day activities. Spa assistant managers are often promoted or hired from other spas, where they previously gained experience in spa specialty services. With enough experience, spa assistant managers may eventually become spa owners. To become a spa assistant manager, one generally needs to hold licensure in cosmetology and years of experience offering services to customers. Excellent communication skills are a must for beauty spa assistant managers, so one must enjoy talking to people, be able to communicate with one team and have basic math skills to manage business profits and expenses. They act as a leader for the spa and report to higher administration or owners.

Job Responsibilities:

* Oversee daily spa operations
* Train beauticians
* Help with interviewing new staff
* Organize employees’ shifts, considering peak times and seasonality
* Order beauty products, like creams and essential oils and replenish stock
* Arrange for regular maintenance services for all equipment
* Apply hygiene practices across all beauty stations
* Ensure all beauty treatments meet high quality standards
* Assist the manager in executing day-to-day operations
* Coordinate operations with manager
* Set up and manage staff schedules
* Ensure that goals and objectives are met
* Help with monitoring and tracking operating costs, budgets and resources
* Work to resolve customer issues
* Resolve interoffice personnel issues.
* Evaluate clients' needs and expectations
* Manage clients' complaints
* Create reports, analyze, interpret and present data
* Assist in recruiting, hiring, training, and on boarding
* Adhere and encourage compliance with company policies and procedures
* Manage interoffice personnel, equipment, and procedural issues.
* Maintaining an overall management style that follows company best practices.
* Providing leadership and direction to all employees.
* Ensuring product quality and availability.
* Preparing and presenting employee reviews.
* Working closely with the store manager to lead staff.
* Overseeing retail inventory.
* Assisting customers whenever necessary.
* Organizing employee schedule.
* Ensuring that health, safety, and security rules are followed.
* Taking disciplinary action when necessary.
* Ensuring a consistent standard of customer service.
* Motivating employees and ensuring a focus on the mission.
* Maintaining merchandise and a visual plan.
* Maintaining stores to standards, including stocking and cleaning.
* Completing tasks assigned by the general manager accurately and efficiently.

Job Qualifications:

* Associates in cosmetology or diploma from a cosmetology institute required
* Bachelors in business administration, management, or related field preferred
* Experience as a spa assistant manager

Opportunities as a spa manager are available for applicants without experience in which more than one spa manager is needed in an area such that an experienced spa manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Ability to meet sales targets and production goals
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Proven history of successfully training employees in a variety of departments
* Strong understanding of sales and customer service techniques
* Excellent customer service skills
* Calm demeanor and not easily irritated or angered
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Basic understanding of human psychology
* Good listening skills
* Physical endurance to stand on feet for entire shift
* Cultural competence and ethnic sensitivity
* Demonstrated ability to maintain and work within a budget
* Exceptional leadership and time, task, and resource management skills.
* Strong problem solving, critical thinking, coaching, interpersonal, and verbal and written communication skills.
* Proficiency with computers, especially MS Office.
* Ability to plan for and keep track of multiple projects and deadlines.
* Familiarity with budget planning and enforcement, human resources, and customer service procedures.
* Willingness to continue building skills through education opportunities