Spa Manager

Job Description:

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

Job Responsibilities:

* Oversee daily spa operations
* Hire and train beauticians
* 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
* Maintain staff records, including salaries and working schedules
* Promote services, products and discounts on social media
* Receive payments from clients and track all transactions
* Keep updated records of costs and revenues (e.g. daily, monthly and quarterly)
* Run online competitions and offer discount packages to attract new customers
* Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
* Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more revenue
* Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
* Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows
* Manage all controllable costs to keep operations profitable
* Developing store strategies to raise customers’ pool, expand store traffic and optimize profitability
* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Complete store administration and ensure compliance with policies and procedures
* Maintain outstanding store condition and visual merchandising standards
* Report on buying trends, customer needs, profits etc
* Propose innovative ideas to increase market share
* Conduct personnel performance appraisals to assess training needs and build career paths
* Deal with all issues that arise from staff or customers (complaints, grievances etc)
* Be an example of well behavior and high performance
* Deliver excellent service to ensure high levels of customer satisfaction.
* Motivate the sales team to meet sales objectives by training and mentoring staff.
* Create business strategies to attract new customers, expand store traffic, and enhance profitability.
* Hire, train, and oversee new staff.
* Reconcile sales after each shift.
* Prepare monthly, quarterly and annual sales reports
* Respond to customer complaints and concerns in a professional manner.
* Ensure store compliance with health and safety regulations.
* Develop and arrange promotional material and in-store displays.
* Prepare detailed reports on buying trends, customer requirements, and profits.
* Undertake store administration duties such as managing store budgets and updating financial records.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees

 Job Qualifications:

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