



## ASSISTANT MANAGER JOB DESCRIPTION

Job Title: Assistant Manager  
Reports To: Spa Director and Director of Nursing  
FLSA Status: Exempt  
Department: Management/Administrative

### JOB SUMMARY

This position works with the Spa Director, Director of Nursing and the Leadership team to keep the facility functioning smoothly through daily operation management, providing effective management to all departments, ensuring the departments are profitable, developing and growing team members to provide the best services in the community, following the Company's mission and vision, and demonstrating our core values.

### **Responsibilities**

- Assist the Spa Director, Director of Nursing and Leadership team in planning and implementing strategies to attract guests and patients.
- Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory including retail, professional products and needs, and marketing collateral
- Motivate employees to work as a team, to improve sales, to take ownership of their performance, and to aid in tasks during their downtime.
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best
- Coach and support new and existing spa consultants
- Monitor retail operating costs, budgets and resources
- Implement sales training programs and techniques
- Communicate with guests and patients and evaluate their needs
- Handle complaints from guests and patients
- Create reports, analyze and interpret retail data, like revenues, expenses and competition
- Enforce team adherence to company's policies and guidelines
- Act as our store's representative and set an example for our staff
- Maintain staff hours, hourly rates, and head count ratios at an agreed upon level and report any changes or newly identified needs to management.
- Develop and maintain appropriate staff scheduling and appointment distribution to meet the demands of the business and to ensure the success of the spa employees.
- Implement hiring strategies and techniques that ensure high-quality new spa hires that meet the Healing Waters brand standard.
- Perform opening and closing duties, including leading huddle as assigned.
- Assist with marketing implementations, promotional events, and holiday preparations as requested. Ensure the community is aware of company news, specials, sales, and services.
- Assist with social media content curation, posting and engagement.

- Financial duties include: assisting with biweekly completion of payroll workbook spreadsheets, reviewing and editing department purchase orders for professional product, and dispersing staff tips.
- Perform regular facility inspections to ensure the consistent quality of cleanliness and effectiveness of existing systems.
- Provide weekly updates to the leadership to ensure communication flow.

**Requirements**

- Proven experience as a Retail Assistant Manager or similar position
- Experience with recruiting and performance evaluation processes
- Familiarity with financial and customer service principles
- Good math skills with the ability to create and analyze reports, spreadsheets and sales statistics
- Proficient user of Microsoft Office, include Word, Excel and PowerPoint.
- Tech-friendly
- Leadership and organizational abilities
- Interpersonal and communication skills
- Problem-solving attitude
- Flexibility to work in shifts
- BSc/BA in Business Administration or relevant field; MSc/MA is a plus

EDUCATION/EXPERIENCE

- Spa, medical aesthetic and plastic surgery business experience preferred.
- 1-3 years of experience in sales required.
- 1-3 years of experience in personnel management required.
- 1-3 years of business management experience preferred.
- Experience in marketing, social media and brand development.
- Experience in customer service and/or telephone-based customer support preferred.
- Inventory management preferred.

SKILLS

|                       |                      |                      |
|-----------------------|----------------------|----------------------|
| Reading comprehension | Typing (60wpm)       | Ability to execute   |
| Speaking              | Service orientation  | Writing skills       |
| Ability to multi-task | Focus                | Time management      |
| Organized             | Communication skills | Deductive reasoning  |
| People management     | Leadership abilities | Consultative selling |
| Problem solving       | Conflict resolution  |                      |
| Detail oriented       |                      |                      |

PHYSICAL REQUIREMENTS

This position is indoors and requires sitting and reviewing materials on a computer screen for extended periods of time. This position requires ability to lift and carry items repetitively, clear vision and hearing, and manual dexterity for keyboarding, typing, and data entry.

Acknowledgment

This job description should not be considered all-inclusive. It is merely a guide of expected duties. The employee understands that the job description is neither complete nor permanent, and it may be modified at any time. At the request of their supervisor, an associate may be asked to perform additional duties or take on additional responsibilities without notice. I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date