**job description**

The job description is a clear outline of expectations and role requirements. This will be emailed to the candidate with their confirmation of interview date and time. It can also be used as an ongoing reference through on-boarding, training or performance management.

We have provided an example below:

**Role:** Skin Therapist

**Reporting to:** *Manager Name*  **Date Updated:** *DD/MM/YY*

**About your role**

A Dermalogica Skin Therapist is at the heart of getting great skin results for our customers. You are responsible for encompassing our mission of empowering and educating all our customers to have their best skin possible. You will demonstrate an exceptional level of customer service and combine this with a very personalised and educational approach to all the conversations you will have. By show casing your expert product knowledge and passion to make a difference you’ll support business success.

**Key accountabilities and responsibilities**

* Maintain a thorough knowledge and understanding of all products, treatments and concepts offered by Dermalogica and *(skin centre name)*.
* Accountable for perform all Dermalogica Services and Skin Fitness plans to an exceptionally high standard meeting team and individual goals and targets set.
* Provide an outstanding level of customer service to all clients at all times. Resolve complaints with resolution orientated outcomes ensuring repeat business.
* Have impeccable time keeping and attendance reliability. This includes arrival times and treatment start/ finish times minimising client services disruption or cancellations.
* Take ownership for managing product, treatment and target updates outlined by the Team Leader / Manager. Keeping abreast of changes, latest information and safety requirements.
* Representing the brand at all times and to adhere to all safety, hygiene, grooming and attire guidelines
* Complete daily operational duties to ensure the smooth running of the business. This could include but is not limited to:

- Opening and closing

- Front of house cover

- Money handling, till procedures, retail shelves and inventory control

- Booking appointments

- Merchandising, displays and social media activity

- General skin centre admin and prep

* Love communicating and interacting with a wide range of clients from all backgrounds, including both men and women.
* Flexible to work hours including evenings and weekends and be available for afterhours events

**Your skills and experience**

* An equivalent Level 2 (/ 3) in Beauty Therapy *(with Facial Electrical – if required).* This is an absolute **ESSENTIAL** so that we can ensure that the standards of our Skin Therapists and services offered are consistent.
* Outstanding practical skills. You will ideally have had some experience in a fast paced retail environment.
* Dermalogica product knowledge or Certified status is advantageous
* You will be a confident, creative thinker who has the ability to create an engaging customer experience to really inspire and draw our customers to us.
* You will have a passion for skin health with a genuine interest in customers wellbeing with a genuine interest in customers wellbeing
* Can-do attitude, adaptive and solutions orientated.
* *Familiarity with Office Suite / booking or spa management packages?*

**Person Specification**

*As an exceptional skin therapist you are passionate about Dermalogica products, treatments and the power of ongoing education. A proven track-record of excellent treatments, retailing and customer service skills along with natural, confident communication abilities which results in stronger customer relations. Whether that’s over the telephone with an eloquent and clear speaking voice or grammatically-correct written English. You are a team player with a positive, proactive and friendly disposition, able to foster strong relationships with colleagues for maximum productivity and don’t mind getting stuck-in to tasks. You are organised and can take ownership for driving success and seeking opportunities to improve functionality and proactively problem solve while meeting our high performance expectations. You conduct yourself with passion, honesty and integrity, whilst demonstrating professional maturity and mutual respect at all times.*

**Benefits - What is in it for you?**

You can only work at your best when you are set up to succeed – Our thorough initial training programme along with the world renowned Dermalogica Education programme will set you up for success. Access to education is ongoing throughout your employment as part of our training agreement giving you the opportunity to gain industry recognised certificates in skin health as part of your employment.

* Your personal and team achievements will be celebrated and recognised with the team.
* You will receive an *(xyz)* monthly commission and *(xyz)* bonus structure which will really reward you for all your hard work and achievements.
* You receive exclusive access to new product launches before they hit the shelves so that you can experience the products first hand.
* You will also receive a *(xyz)* product allocation, so you can ensure you are living and breathing the Dermalogica way and can take pride in being a true ambassador. You can showcase the results of our incredible products every day.
* *Pension / Healthcare/ annual leave etc…*