

NAIL TECHNICIAN

JOB DESCRIPTION

DIVISION: Silverleaf Club
DEPARTMENT: Spa
REPORTS TO: Spa Director
STATUS: Non-Exempt

JOB SUMMARY

To deliver professional, meticulous and exemplary nail care service to members & guests of Silverleaf Spa. Seek opportunities to create memories by anticipating needs, exceeding expectations and building relationships.

QUALIFICATION STANDARDS

Education and Experience:

- Valid Arizona State Board of Cosmetology license
- High School Diploma or equivalent preferred
- Minimum of 2 years nail care experience in similar environment
- Current CPR certification preferred
- Committed to Arizona State Cosmetology rules and regulations for nail care and related services

Physical Requirements:

- Must be able to stand and exert well –paced mobility for up to 6 hours in length
- Flexible and long hours sometimes required
- Medium work – Exerting up to 50 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects
- Must have high level of physical fitness
- Unusual Working Conditions: May be scheduled nights, weekends, holidays and occasional overtime

Mental Requirements:

- Must be able to convey information and ideas clearly
- Must be able to read and write to facilitate the communication process
- Ability to solve problems and make rational decisions
- Must possess basic computational ability
- Must possess basic computer skills
- Must maintain composure and objectivity under pressure

DUTIES & FUNCTIONS

Essential:

- Employee leads by example, consistently conveying a positive attitude, passion and pride in your work
- Approach all encounters with members, guests and fellow employees in a gracious, attentive, courteous and service-oriented manner
- Conduct all business for the club as an ambassador of Silverleaf – with integrity and in a professional manner at all times
- Respect all stakeholders' privacy, perspective, priorities, time and resources
- Keep fiscal responsibility and member satisfaction in mind when making all decisions
- Take part in keeping Silverleaf clean and liter free. Cleanliness is everyone's responsibility, take ownership in the Club
- Maintain regular attendance in compliance with Silverleaf standards, as required by scheduling, which will vary according to the needs of the Club. Employees may need to work varying schedules to reflect the business needs of the Club
- Comply at all times with Silverleaf standards and regulations to encourage safe and efficient Spa operations
- Greet guests on time with proper salutation and a smile. Communicate Club members' and guests' requests and concerns to your manager promptly
- Maintain professional relationship with members - Refrain from discussing company or personal business with members and guests
- Maintain work area with necessary supplies and product inventory. Insure room is immaculate at all times (tables draped,

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- counters and products sanitized.) Preparation of kits as required
- Conducts 30, 60 and 90-minute nail services, complete with massage and appropriate product application
- Perform nail services as listed on the brochure following proper safety and sanitation guidelines, while delivering exceptional guest service
- Conduct all treatments according to treatment guidelines while following given policies and procedures of the Silverleaf Club.
- Conduct all treatments according to treatment guidelines while following draping policy
- Assess and accommodate guest's needs: inquiring about physical well-being and attending to immediate needs through out the Spa visit
- Desire, ability and commitment to educate and sell products to members, guests and staff
- Achieve weekly retail sales goals as set by manager
- Do not prescribe, diagnose or suggest ailments
- Do not solicit personal clients, house call or the selling of personal products
- Maintain availability and dedication to Silverleaf, being available to work as needed including weekends, holidays and evenings
- Escort guests as needed to the locker areas or next appointment
- Maintain a clean and organized work environment, with emphasis on safety and health rules & regulations
- Know your schedule and check the computer each hour for changes or added appointments
- Pick-up all clients on time and finish on scheduled appointments in time frame allotted for the service
- To ensure member/guest satisfaction at all times by ensuring that safety and service is always the first priority
- Abide by all Arizona State Board guidelines
- Participate in and contribute to staff meetings, training sessions, product knowledge classes and team effort
- Continually upgrade abilities through education and training made available
- Follow established lost and found procedure
- Assist with cleanliness of all Spa areas including all common areas, fitness facilities and locker rooms
- To aid in the general coordination and relation between departments, whether it be staff related or on a guest's behalf
- Comply with all Silverleaf Company policies and procedures
- Performs other duties as required by your manager

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMMODATION.

Employee Signature

Date

Supervisor Signature

Date