



Spa Receptionist

Starting wage is \$20/hr then follow up in 3 months to re-evaluate. Also depends on experience.

Hours are

Tuesdays/Wednesdays 8:45am-6:15pm

Thursdays 8:45am-7:15pm

Fridays: 8:45am-5:15pm

Saturdays: 8:45am-3:15pm

Sundays and Mondays OFF

Description:

We are looking for an organized spa receptionist to provide customer and administrative support for our company. In this role, they will be required to greet and welcome clients, secure bookings, manage appointment schedules, process transactions and assist with sales and marketing. To ensure success as a spa receptionist, they should possess excellent organizational and marketing skills. Also should be able to remain calm in stressful situations and provide excellent customer service and support.

Responsibilities:

- Greeting and welcoming customers in a friendly and professional manner
- Tending to customer needs, inquiries and complaints
- Informing hair stylists and estheticians about customer appointments and requirements
- Managing phone calls, emails, deliveries and inventory
- Processing bookings and cancellations, managing appointment schedules
- Ensuring that the reception area is kept clean and professional
- Assisting with marketing and sales by providing customers with information on promotions, products and services
- Processing transactions
- Performing administrative tasks such as filing, updating records and logging transactions.
- Processing online sales

Requirements:

- High School Diploma
- Minimum of 1-year experience as a receptionist
- Proficiency in computer software and emails
- The ability to remain calm and professional in stressful situations
- Excellent customer service and skills
- Consistent professional presentation and pleasant demeanour
- Strong written and verbal communication skills
- Exceptional time management and organizational abilities

** Additional benefits beyond administrative include:

- Discounts on services and products for you
- working in a health-minded environment
- being a part of a fun-loving team

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