



We're Hiring a Spa Concierge at Ebony Esthetics, a Growing Boutique Spa that serves the Milwaukee, Menomonee Falls & surrounding areas!

- Are you a self-starter who can work well both independently and with a team?
- Do you have a strong attention to detail and impeccable follow-up skills?
- Do you value excellence and providing a quality experience?
- Are you looking to help a business owner in the spa industry scale through a company that could be your long-term home?

If you answered YES to these questions, you could be the perfect fit for this role!

Here at Ebony Esthetics we are looking for a Spa Concierge who can help maintain and drive growth forward. We desire someone who can offer their unique talent and professionalism and in return we will train you the "Ebony Esthetics" way.

Ebony Esthetics is a boutique spa that provides self-care services through skin and nail therapy. We specialize in quality care for skin of color, but care for everyone. We offer results oriented services coupled with highly personalized care so that our clients can look and feel their best.

REQUIREMENTS

Duties include, but not limited to:

- Providing the ultimate guest experience and invoking guest delight
- Provides personal attention from the time the guest walks through the door
- Answers the phone with a warm friendly demeanor
- Assists guests in booking reservations
- Educate guests on the Ebony Esthetics experience
- Ensures the guests enters into a clean, safe space that exudes a relaxing and inviting ambiance
- Serves as backup to Spa Assistant and support to leadership team on special projects
- Inventory management

The position requires:

- Comfort in marketing spa services to attract new clients
- Comfort in retail sales
- Warm and professional appearance and demeanor
- Positive energy
- Strong attention to detail and follow-through
- Outgoing, go-getter personality
- High-level hospitality
- Openness to learning new technologies and software
- Ability to work on weekends and nights
- Perform opening & closing duties
- Love/ interest of the beauty and wellness industry

The ideal candidate will:

- Excellent communication skills
- Be a self-starter who does not require micromanagement
- Be comfortable learning new client management systems
- Reliable, responsible, accountable
- Kind, aware of others, and emotionally intelligent

BENEFITS

Flexible schedule

Training provided on products, services, and technology used in our practice

Discount on products and services

Complementary treatments monthly

Volunteer opportunities

Direct communication & mentorship from business owner

A culture where we strive for excellence