

Elà Mar

Esthetics Boutique



Client Advocate Job Description

Who We Are

ElàMar was established in 2013 and is a Diamond Level Account with Allergan.

We're a hospitality company in the form of an esthetics boutique that provides skin care products & services.

Our mission is to help people feel beautiful.

We do that by providing exceptional aesthetic outcomes & uplifting experiences.

Because beauty isn't simply looking pretty, it's also how you feel, it's something you experience.

We don't just take care of skin, we take care of people.

Our Values

Hospitality

How the delivery of a service makes someone feel.

Esthetics

Appearance matters, in all things.

Simplicity

Skin care should be simple, and healthy skin should simplify life.

Authenticity

Be yourself, not an idealized version of someone else.

Health

We center skin care around creating healthy skin.

Growth

We're striving for constant improvement.

Who You Are

- | You have a genuine heart for service.
- | You are outgoing and people driven, caring and encouraging.
- | You have a bright personality, love people and seek out ways to help others and build relationships.
- | You desire for meaningful work. You're passionate about skin care, beauty, health and wellness and sharing that passion with others.
- | You share our belief that taking care of your skin and appearance is really just a way to take care of yourself.
- | Opportunities to learn new skills and try new things excite and motivate you.
- | You believe that nothing well done is insignificant. You are humble and willing to learn.
- | You're efficient, organized and able to complete tasks.
- | You pay attention to details, without getting bogged down in minutia.
- | You work well in fast paced environments and are calm under pressure.
- | Listening skills.
- | You let others speak and seek to understand their viewpoint.
- | Communication skills.
- | You speak and write clearly and properly.
- | You are open and honest with yourself and with others.
- | You work well in a team, and aren't afraid to ask for help.
- | You work hard and are nice to people.
- | You take extreme ownership and use good judgment.
- | You're a responsible adult.

A Day in the Life

Your mission is to consistently deliver hospitality by ensuring every touch point, outside the treatment room, is beneficial, pleasant, uplifting and exceeds expectations.

You create relationships with every client to create excitement and fun about our culture, products and services, and community, and you go above and beyond to exceed their expectations

You ensure that every interaction a client has with us is smooth, relaxing, uplifting, educational and beneficial.

You assist in preparing the store for the day including: replenishing and organizing displays, cleaning and organizing waiting and retail areas.

You answer phones & respond to all forms of customer contact: email, social media, text.

You greet clients, check them in upon arrival, and maintain up-to-date information.

Facilitate smooth appointment flow by managing the scheduling and communicating with providers.

You share exemplary product and service knowledge in every client interaction.

You are responsible for retail inventory management including tracking inventory levels, assisting with order, and visual merchandising.

The Details

Job Type: Full-Time

Qualifications:

- College Degree
- Minimum 2 years work experience in customer service, hospitality, retail or similar roll

Hours:

Mon - Thurs	10:00 - 6:00
Friday	10:00 - 5:00
Saturday	10:00 - 2:00 (once per month)

These are the hours Elamar is open to the public. As a provider you'll need to ensure that you are completely prepared for the first appointment before the first client arrives. This typically requires arriving at least 30 minutes prior to opening.

ElàMar reserves the right to make amendments to the schedule and/ or availability requirements from time to time.

Pay: \$17 per hour

Supplemental Pay: Commission on retail sales; Bonus pay based on performance reviews

Pay frequency: Every other week

Benefits:

- 401(k)
- 401(k) matching
- Health, dental & vision insurance
- Paid time off
- Professional development assistance
- Retirement plan

Interested in joining our team?

Visit elamarskin.com/careers and click “Apply Here” next to the position you’re applying for, then complete the application form.

elamarskin.com
@elamarskin

NOTE: Only those applicants under consideration will be contacted. Please accept our utmost appreciation for your interest. ElàMar is an Equal Employment Opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, creed, age, sex, gender, sexual orientation, national origin, religion, marital status, medical condition, physical or mental disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, state or provincial and local laws and ordinances. Reasonable accommodation is available for qualified individuals with disabilities, upon request. This Equal Employment Opportunity policy applies to all practices relating to recruitment and hiring, compensation, benefits, discipline, transfer, termination and all other terms and conditions of employment.