

# Elà Mar

Esthetics Boutique



Clinic Host Job Description

# Who We Are

ElàMar was established in 2013 and has locations in Alabama and Tennessee. We're a top 250 Account with Allergan Aesthetics, the makers of Botox - top 1% in the U.S.

Although we take the form of an esthetics practice that provides skin care products & treatments, we think of ourselves as a hospitality company.

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Our Mission is to Help People  
Look and Feel Beautiful

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Beauty isn't just looking pretty, it's something you experience.  
Beauty is a feeling.

We help people look and feel beautiful by providing exceptional aesthetic outcomes and exceptional experiences. We don't just take care of skin, we take care of people.

# Our Values

## **Safety First**

The health and safety of our clients comes first.

## **Be Kind to People**

Treat everyone with kindness, friendliness and generosity.

## **Appearance Matters**

The way things look affects how we feel.

## **Extreme Ownership**

Even if it's not your job or your fault, it is your responsibility.

## **Be 1% Better Every Day**

Always strive for improvement.

# Who You Are

You are detailed oriented, organized and efficient.

You are calm under pressure.

You have a bright personality, and love meeting and talking to new people.

You enjoy finding ways to make other people feel special.

You are kind and patient with others.

You love skincare!

You are humble, willing to learn and open to feedback.

You enjoy setting goals, and striving to achieve them.

You're an excellent communicator.

You listen first; you let others speak and seek to understand their perspective.

You speak and write clearly. You are able to explain ideas to others in ways they can understand and remember.

You work hard and are a responsible adult.

# About the Role

As a Clinic Host, you are responsible for facilitating growth and creating exceptional experiences for every patient.

## Key Results Areas

### 1. Book Appointments

What winning looks like:

- Our guest count, new guest count and utilization rate (percent booked) increases month-over-month.

What it will take:

- Respond to all leads in less than 5 minutes via at least 2 channels (text, email, phone call).
- Booked appointments are reminded and confirmed to reduce no-shows and late-cancellations.
- Cancellation policies are communicated to every patient at the time of booking.
- Patient activity reports are pulled weekly and used to message and rebook patients.

### 2. Create Raving Fans

What winning looks like:

- Patients are so delighted by their experience that they refer friends and leave 5 star reviews.

What it will take:

- We stand, make eye contact and greet each patient with warmth and friendliness.
- We are patient and kind in every interaction, especially difficult ones
- We actively look for ways to surprise and delight people with hospitality and service.

# Key Results Areas Cont'd

## 3. Facilitate Smooth, Timely Appointment Flow

What winning looks like:

- Providers and clients are both prepared for the appointment by the scheduled start time.

What it will take:

- Actively seek ways to assist providers. Help with room turnover and laundry, etc.
- Communicate with providers about arrivals and schedule changes
- Prepare all appointment materials for providers: charts, appointment slips, consult sheets, etc.
- Ensure clients are prepared for their appointment: forms are complete, consents are signed.

## 4. Check-Out Patients and Sell Services and Products

What winning looks like:

- Check-out tickets are 100% accurate and patients are educated on additional products and treatments.

What it will take:

- Attention to detail during checkout.
- Developing and maintaining a deep understanding of all products and treatments.
- Willingness to sell and ability to communicate clearly.

# The Details

## Job Type

Full Time, 40 hours per week

## Qualifications

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

## Hours

Mon - Thurs	9:00 - 6:00
Friday	9:00 - 5:00
Saturday	10:00 - 3:00 (once per month)

These are the hours Elamar is open to the public. As a Clinic Host you'll need to ensure that you are completely prepared for the day before the first client arrives. This typically requires arriving 15 minutes prior to opening.

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

## Pay

- Starting at \$17 per hour
- + Retail Sales Commission
- Pay Frequency: Every Other Week

## Benefits

- Health, Dental and Vision Insurance
- 2 Weeks Paid Time Off
- 6 Paid National Holidays
- 401 (k) with matching
- Profit Sharing

# Interested in Joining Our Team?

Visit [elamarskin.com/careers](https://elamarskin.com/careers) and click "Apply Here" next to the position you are applying for, then complete the application form.

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elamarskin.com  
@elamarskin

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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.

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