

Elà Mar

Esthetics Boutique



Clinic Host Job Description

WHO WE ARE

ElàMar is a family-owned aesthetics practice founded in the heart of North Alabama, by Dr. Marlin Gill and Elaine Gill. The name ElàMar is a portmanteau of Elaine (Elà) and Marlin (Mar)—a subtle tribute to them and a reflection of our roots in Southern hospitality.

Around 2010 Dr. Gill and Elaine noticed that aesthetics could feel a little cold, a little too transactional, so they decided to change that. ElàMar was created to be a place where people would feel welcome, cared for, and confident they're in good hands.

Our mission is an expression of that sentiment: we want everyone who steps through our doors to leave feeling confident in their skin—not just on the outside, but in that deeper, glowing from within way. For us, it's never been just about skincare; it's about caring for everyone we meet.

OUR MISSION IS TO HELP PEOPLE
FEEL CONFIDENT IN THEIR SKIN

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.

WHAT YOU'D DO IN THIS ROLE

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

YOU'RE PROBABLY A MATCH IF

- You are detailed oriented, organized and efficient.
- 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.

KEY RESULT 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 RESULT 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.

DETAILS

Job Type

Full Time, 40 hours per week

Qualifications

- 2+ years work experience in customer service, hospitality, retail or similar

Hours

Monday	9:00 – 5:00
Tuesday	9:00 – 5:00
Wednesday	10:00 – 5:00
Thursday	11:00 – 7:00
Friday	9:00 – 4:00

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

Pay

- \$15 per hour
 - Pay Frequency: Every Two Weeks via Direct Deposit

Benefits

All full time employees have the option to receive:

- Health, dental & vision insurance
- 2 Weeks Paid Time Off
- 6 Paid National Holidays
- 401(k)
- Profit Sharing
- Complimentary Staff Treatments

Interested in Joining Our Team?

Visit elamarskin.com/careers and click "Apply Here" next to the position you are 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.

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