Job Title: Head Spa Specialist

Reports To: Spa Owner

Job Summary:

At The Lavender Lounge, our **Head Spa Specialists** focus on the health and wellness of the scalp and hair, creating a relaxation and sensory experience for each guest. This role emphasizes exceptional client service, ongoing education and maintaining a hygienic treatment environment.

Benefits of Head Spa Treatments include:

- Stress relief and relaxation
- Improves scalp health (reduced skin challenges, balanced oil production, detoxification)
- Enhanced blood circulation to the scalp, head & body
- Encourages follicle stimulation for hair growth
- Optimizes hair quality, strength and shine
- Relief from headaches, migraines, nerve pain and neck/shoulder tension
- Promotes better sleep and overall well-being

We're searching for Head Spa Specialists who are passionate about wellness, scalp and hair care, dedicated to guest satisfaction, look forward to coming to work and are eager to build a successful career to be part of a thriving team.

This position has a **highly competitive compensation package.**

Responsibilities

Client Consultation and Analysis:

- Conduct a thorough consultation to assess and understand scalp and hair conditions, client concerns, preferences and medical history (i.e. allergies, sensitivities, issues).
- Perform detailed scalp analysis using a Trichoscope to identify specific issues like dryness, oiliness, dandruff, product buildup, skin conditions or signs of hair thinning/loss to develop a personalized treatment plan.

Head Spa Treatments:

- **Deep Cleansing and Exfoliation:** Using specialized products and techniques to remove impurities, excess sebum, dead skin cells and product buildup from the scalp.
- **Scalp Massages:** Therapeutic massage on the scalp, neck and shoulders to promote relaxation, relieve tension, improve blood circulation and stimulate hair follicles,

incorporating specifically trained acupressure and pressure point techniques, as well as Autonomous Sensory Meridian Response (ASMR) head spa tools.

- **Mist Therapy:** Utilizing misters to gently open pores, allowing for deeper penetration of therapeutic masques and treatments.
- **Nourishing and Conditioning Treatments:** Applying customized masques, serums and oils to nourish the scalp and hair to address specific concerns like dryness, damage or hair thinning/loss.
- **Hydrotherapy ("Yume" Head Bath):** Incorporating rhythmic water flows and specialized tools for a soothing and tranquil journey.
- **Aromatherapy:** Utilizing essential oils to enhance relaxation and provide wellness benefits.
- **Relaxation:** Ensure an upscale, serene experience for every guest throughout treatment.
- **Cleanliness:** Maintain the highest standards of hygiene and sanitation for all equipment, tools and treatment areas.
- **Styling:** Each service concludes with a blow-out hairstyle, requiring skillful knowledge of using heat styling tools to achieve desired look (if requested by guest).

Client Education and Product:

- Educate clients on proper scalp care and hair maintenance techniques to maintain health between treatments.
- Recommend suitable home care routines and products (shampoos, conditioners, scalp treatments, etc.) based on their scalp and hair type.
- Stay informed about spa products, ingredients and their benefits.
- Participate in continuing education to stay abreast of current techniques, trends and information.

Spa Operations:

- Maintain cleanliness and organization of treatment areas.
- Manage treatment schedules and ensure timely service delivery.
- Assist with inventory and ordering of supplies as needed.
- Adhere to strict health and safety protocols.

Qualifications

- Strong knowledge of various head spa techniques, scalp and hair anatomy, as well as common scalp conditions.
- Proficiency in performing scalp massages, cleansing and conditioning treatments.
- Ability to operate specialized head spa equipment and stand/sit for extended periods and perform repetitive motions.
- In-depth understanding of scalp and hair care products, their ingredients and benefits.
- Effective recommendation of products to clients.
- Pursue continuing education opportunities to enhance skills, learn the latest advancements in scalp and hair care treatments and understand trends and industry influence.
- Meticulous attention to detail in performing treatments and maintaining cleanliness.
- A strong work ethic, with a team-centric attitude and flexible learning demeanor.
- Exhibition of a warm, engaging mannerism, ensuring clients feel valued and comfortable, while providing a serene and relaxing environment.
- Exceptional communication and interpersonal skills to build rapport with clients.

A South Carolina license in Cosmetology is required. Prior experience in a spa or salon, particularly with scalp or massage services, is highly prioritized. Japanese scalp treatment & product knowledge training is provided.

Our Culture

At The Lavender Lounge, we are committed to fostering a workplace where every individual feels valued, respected and empowered to contribute their best. We celebrate diversity and believe that unique perspectives and experiences lead to innovation and success. Our company provides equal employment opportunities to all qualified applicants without discrimination based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, marital status, disability, veteran status or any other characteristic protected by law.