Job Title: Spa Coordinator

Reports To: Spa Owner & Spa Manager

Job Summary:

At The Lavender Lounge, our **Spa Coordinator** serves as the initial and concluding touchpoints within our luxury head spa. This pivotal role is dedicated to cultivating a welcoming, warm and relaxing atmosphere while seamlessly orchestrating every detail to ensure each guest departs not merely satisfied, but profoundly eager to return for another exquisite and bespoke head spa journey. Our Spa Coordinator also provides essential support to our Head Spa Specialists to deliver flawless guest experiences.

We are seeking a **personable self-starter** who thrives in a fast-paced environment but attends to their role with a calm, collected demeanor. The ideal candidate is a **quick thinker** and a master of **multi-tasking**, capable of managing high-end guest services while simultaneously driving our digital presence. Beyond traditional hospitality, this role requires a creative professional to manage our brand's voice through active content creation and targeted marketing.

Responsibilities

- **Guest Experience:** Warmly greet and welcome all clients, proactively engaging to build rapport and create an inviting atmosphere.
- **Operational Excellence:** Manage appointment scheduling, modifications, rescheduling and payments efficiently and accurately using our booking system.
- **Financial Transactions:** Assist clients with check-in and check-out procedures, processing payments and rebooking future appointments.
- **Communication:** Answer phones and respond to texts and emails in a timely and professional manner. Maintain clear and effective communication with Guests, Head Spa Specialists and Management.
- **Expert Inquiry Handling:** Address client inquiries, provide detailed information about our head spa services, and resolve any concerns with professionalism and empathy.
- **Environmental Maintenance:** Maintain a pristine and inviting reception/lounge area, guaranteeing it is clean, freshly welcoming, and well-stocked with products and guest amenities.
- **Multi-Tasking Mastery:** Balance front-desk hospitality with backend operational support, such as managing inventories and preparing treatment rooms for specialists.
- **Sanitization & Laundry:** Clean and sanitize tools and equipment according to established hygiene protocols and support the team with laundry services quickly and efficiently.
- **Proactive Problem Solving:** Identify opportunities to enhance the client experience and address potential issues quickly before they impact loyalty.

- **Brand Education:** Educate clients on loyalty programs, memberships and new services to encourage repeat visits.
- **Inventory Control:** Maintain inventory of retail products and professional supplies, assisting with restocking and alerting management to low stock levels.
- **Loyalty & Feedback:** Educate clients on loyalty programs, memberships, promotions and new services. Follow up with clients after appointments to gather feedback and confirm satisfaction.
- **Client Retention:** Personalize client interactions to make each guest feel valued and remembered; identify opportunities to enhance the client experience and address potential issues before they impact loyalty.
- **Digital Content Creation:** Regularly create engaging, high-quality content for Instagram, TikTok and Facebook to showcase the luxury lounge experience to grow awareness and new clientele.
- **Team Collaboration:** Collaborate with all team members to ensure a premiere client journey.

Qualifications

- Previous experience in a customer service role, preferably in a spa, salon or hospitality setting.
- Exceptional communication skills, with a warm, friendly and approachable demeanor.
- Strong organization skills and confident with meticulous attention to detail.
- Proficiency in appointment scheduling software and computer skills.
- Ability to multitask and problem solve effectively.
- A confident, self-starter with a positive attitude and strong work ethic.
- Ability to stand for extended periods and perform light lifting as needed.
- Familiarity with head spa services or the beauty/wellness industry preferred.

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.