



POSITION DESCRIPTION

POSITION TITLE : Nail & Waxing Technician and Massage Therapist K4084
DEPARTMENT : Beauty Salon
CLASSIFICATION APPROVED BY : HRD

REPORTING RELATIONSHIPS

POSITION REPORTS TO : Area Manager
POSITIONS SUPERVISED : Nil

POSITION PURPOSE

To perform professional manicure, pedicure, paraffin treatments, Shellac, Acrylic (Nail Liquid & Powder Enhancements), Gel Nails, Waxing and all different types of body massages.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Perform full consultation with the clients to understand their nail condition and needs.
- Perform consultation with the clients and skin analysis to understand their skin condition and needs.
- Discuss with client the various treatment options and their cost implications.
- Provide excellent manicure and pedicure services.
- Provide paraffin treatments & Perform excellent Shellac application, Acrylic and Gel Nails application.
- Recommend a nail care program as per the client's need.
- Discuss with client the various treatment options and their cost implications.
- Responsible for serving clients in an appropriate and professional manner, understanding the clients and making sure of client satisfaction.
- Be punctual, prepared in advance of each treatment and ensure the specified treatment time is adhered to.
- Ensure that product usage is kept to manufactures specification and not used in excess.
- Maintain the trolley set up to company room standard and ensure the correct quantity of products is maintained throughout the day.
- Attending all required technical training sessions, nail seminars and keeping up to date with new products, techniques and trends and reviewing trade publications.
- Retailing appropriate nail care products.
- Be on time for shift and be prompt with each appointment.
- Perform services within the appropriate time allocated for the service.
- Be flexible with schedule in an attempt to support the needs of the salon.
- Maintain and update equipment, product, service and standards as required.
- Have complete knowledge and understanding of all services and products while educating customers in these areas.
- Actively promote the brands product, services, promotions and/or discounts available in meeting maximum retail sales goals.
- Uphold the standards of sanitation and sterilization as per the salon's policies and procedures.
- Perform prep work and properly clean and restock work area as required.



- Communicate to management any and all occurrence involving staff or customers in the salon that require attention.
- Handle customer's questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by customers ensuring complete customer satisfaction.
- Maintain a positive attitude and contribute toward a quality work environment. Maintain a positive attitude and contribute toward a quality work environment.
- Maintain confidentiality and the highest degree of professional ethics at all times.
- Ensure you read the Operations Manual, have a thorough understanding of and adhere to salon rules and regulations, in particular all policies and procedures relation to employment contract, behavior, hygiene, health and safety.
- Perform any other related duties as determined necessary by management.

PERSONAL CHARACTERISTICS

- Efficient
- Persuasive
- Courteous

QUALIFICATIONS/REQUIREMENTS

- Minimum of 3 years' experience as a manicurist/pedicurist.
- Minimum of 3 years' experience as a Nail Technician.
- Minimum of 3 years' experience as Waxing
- Appropriate training, experience and certification.
- Certified Massage Therapist.
- Appropriate training on different types of body massage.
- Available to work on various schedules including weekends and holidays.
- Excellent communication skills.

COMPETENCY REQUIREMENTS

- Drive for Results
- Customer Focus
- Teamwork
- Integrity & Trust
- Priority Setting & Time Management

Department Head:

Employee: