



Example of Assistant Spa Manager Job Description

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Our company is growing rapidly and is looking to fill the role of assistant spa manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for assistant spa manager

- Minimum of two years Spa supervisory/management experience
- Manage day-to-day clinic operations, maintaining efficient clinic and provider schedule
- Optimize and sustain patient scheduling, ensure appointments are scheduled efficiently and for maximum production
- Increase profitability and improve patient flow through implementation of appointment reminder schedule, including confirmation phone calls, emails and text messages
- Serve as primary contact for all new prospect patient online inquiries, provide proper inquiry follow-up
- Develop and implement online inquiry follow-up policy & procedure, designate appropriate follow-up schedule and create follow-up email templates
- Responsible complete and accurate electronic documentation of patient information and facilitate tracking through practice management software to ensure thorough patient follow-up
- Generate post consultation and treatment thank you letters
- Manage patient retention and promote referrals through facilitating patient referral program
- Manage front office staff and initiate the development of patient care coordination policy & procedure, including the development of phone skills training and reinforce the highest of standards in "customer service" based patient care

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- Minimum three to four years work experience in a Spa of a hotel or High Quality Spa with good standards
 - At least 2 years of previous management or supervisory experience
 - Must be trained in Rio or Spa Soft booking system
 - Must have two years experience working in Spa Management or Hotel Management
 - The Spa Assistant Manager assists in providing the leadership and daily management of the Spa Department, with a hands on approach to operations, both front of house and administrative
 - The ideal Spa Assistant Manager candidate will have an outgoing personality and a can-do approach to any task – personifying luxury guest service