



NAIL TECHNICIAN

SUMMARY:

Nail technicians report directly to the Spa Supervisor and additionally report to the Spa Director. The key role of a nail technician is to perform nail services for spa guests in accordance with spa and State Board of Cosmetology standards. Nail technicians are specifically responsible for ensuring that their environment is kept tidy, that all sanitation requirements are upheld, that all SOP's are followed, and that each guest receives an optimal spa experience.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service and safety protocols and guest satisfaction at all times
- Greet each guest with professionalism and courtesy
- Assess and accommodate guest's need by inquiring about any specified preferences and any physical well-being or treatment guidelines
- Conduct nail services according to treatment protocols
- Demonstrate thorough knowledge of all nails services, utilized products, and treatment contraindications
- Abide by all California State Board of Cosmetology guidelines
- Perform all core spa treatments listed on nail service menu as well as additional seasonal treatments
- Maintain "committed to" availability and noted scheduling capabilities
- Maintain a clean, organized, and well-stocked and safe work environment
- Complete nail technician checklist following each shift
- Support spa team members with constructive and effective communication related to spa operations and guest service needs
- Complete the logging of any noted health concerns or guest notes into the spa system
- Communicate any immediate guest needs to Spa Concierge
- Arrive for first service 15 minutes prior to start time and complete work 15 minute following the last treatment unless otherwise remaining to assist with spa tasks or projects noted by Spa Director
- Maintain all guest privacy requirements as noted in guest privacy SOP

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 2 years nail salon or spa experience
- Nail Technician Certification from California State Board of Cosmetology
- Excellent verbal and communication skills
- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy
- Knowledgeable of the spa environment and experience
- Outstanding interpersonal, guest service, listening, and problem-solving skills
- Must be highly organized and detail oriented
- Knowledgeable of computer booking software preferred
- Must meet legal age requirements for the position.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand; walk; sit, talk, hear, use hands to finger, handle, or feel and is required to reach with hands and arms.
- The employee must be able to lift and/or move up to 10 pounds and occasionally lift or move up to 25 pounds.

EDUCATION/EXPERIENCE:

- *High school education; two years' experience in related field*
- *Completion of beauty school*
- *Minimum 2 years' experience working under license within a spa or medical environment*

LANGUAGE SKILLS:

- *Must be proficient in speaking, reading, and writing in English.*

CERTIFICATES & LICENSES:

- *High School Diploma or equivalent*
- *Nail Technician License through California State Board of Cosmetology*

WORK ENVIRONMENT:

The work environment characteristics described here are representative of employee encounters while performing the essential functions of this job.

While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

Women: Hair must be well-groomed and pulled back, with a neat appearance. No visible hair accessories. Makeup must represent a natural, “fresh-faced” look. Necklace and earrings must not dangle and only one set of earrings can only be worn on the earlobes. No visible tattoos are allowed. Fingernails must be kept manicured short and without any distracting polish colors. Men must be clean-shaved and hair must be well-kept in appearance.