

Job Description – Aesthetician

- Summary:** Aestheticians educate patients, provide treatments, assist patients with selection of skin care products, and follow up to assure satisfaction with products and services.
- Classification:** Hourly, Full-time
- Days Worked:** Monday – Friday
- Working Hours:** 8:15 am to 5:00 pm, ~ 45 minute lunch between 12 and 1 pm
Possible evening/weekend hours in future
- Reports to:** Practice Administrator

Core Responsibilities

Provide the services below in accordance with practice policies and treatment protocols.

- ALA / PDT
- BBL
- Chemical Peels
- Clear + Brilliant
- CoolPeel
- CoolSculpting
- CoolTone
- Dermaplaning
- Diamond Glow
- DiVaTyte
- Emsculpt
- Geneveve
- Halo
- Hydrofacial
- IPL
- Laser Hair Removal
- Microneedling
- RF Microneedling
- Milia / Acne Extraction
- Pronox
- PRP Blood Draw/Serum Prep
- SkinTyte
- Dermaplaning
- Ultherapy
- Viveve
- Z-Wave

In conjunction with these services, aestheticians will (i) educate, consent and set proper expectations for patients, (ii) provide written treatment plans with costs clearly articulated, (iii) take high quality pre/post photos and prepare layout boards to demonstrate results, (iv) include pre/post care instructions, and (v) follow up with patients post procedure and deliver a concierge experience.

Assist Patients with Skin Care

- perform skin care consults w/Visia
- develop written skin care regimens
- assist patients with selection of skin care products
- educate patients on skin care treatments that require formal consultations

Assist Lead Aesthetician as directed

- Help order, receive stock, maintain, and periodically inventory aesthetician consumables.
- Clean, calibrate, and perform equipment maintenance per manufacturer / practice instructions
- Maintain clean, organized, aesthetically pleasing OSHA-compliant treatment areas
- Perform laundry related to aesthetician treatments.
- Other duties and tasks as assigned

Secondary Responsibilities

Personal and Practice Growth

- Continually update and improve skill set with self-directed education and training.
- Consistently test skills, techniques and new ideas, and monitor results in patients.
- Access manufacturer provided training tools to increase own knowledge base.
- As directed by Lead Aesthetician, plan, promote and manage aesthetician-related events (e.g. Lunch & Learns, other educational seminars, charity events, the Sparkle Party, etc). These may require evening and/or weekend work.
- During patient follow up, secure photo releases for marketing, collect written testimonials, facilitate positive on-line reviews.
- Collaborate with marketing staff to market aesthetician services

Miscellaneous Ancillary Activities

- Maintain HIPAA-compliant work area, and adhere to HIPAA requirements in all work activities.
- Assist with policy/guidance documents revisions as necessary to reflect current practices.

EDUCATION AND EXPERIENCE:

- High school diploma; appropriate licensure in North Carolina; college degree preferred.
- Two-year's experience in a medical office working as an aesthetician.

ESSENTIAL SKILLS AND ABILITIES:

- A wide-range of knowledge in skin care, treatments, and skin care products.
- Excellent communication skills.
- Empathetic with patient's needs and concerns.
- Good problem solving and analytical skills.
- Ability to work as a team member.
- Well-organized with attention to detail.
- Ability to manage multiple projects simultaneously.
- Treats patients and co-workers with respect.

PERFORMANCE STANDARDS:

Performance Standards detail elements the practice considers important to delivery of an exceptional patient experience, and provide additional basis for evaluating individual staff member performance.

1. Maintain current Aesthetician or Cosmetologist License valid in the State of North Carolina.
2. Maintain Training Records documenting all training and acquired skills relevant to the role.
3. Document baseline conditions and post-treatment results through high quality photographs.
4. Prepare high quality layout boards for patient, educational and marketing use.
5. Prepare written treatment plans with cost information in approved format.
6. Provide all aesthetician treatments in accordance with the applicable treatment protocol.
7. Provide all pre/post care materials and instructions outlined in the treatment protocol.
8. Immediately notify Medical Director of any adverse event from treatments or products.
9. Proactively contact patients following Tx and product purchases to assess results, satisfaction.
10. Proactively contact patients to follow up recommended services and products not purchased.
11. Maintain a physical presence in the retail and skin care consultancy area, proactively assisting patients with skin care evaluations and products (except when treating patients or busy with other necessary activities.)
12. Maintain a clean, well-organized retail and skin care consultancy area with appropriate testers, brochures, and educational materials.
13. Upon request, meet with patients being seen by other providers to explain aesthetician services, assist with skin care.
14. Ask every patient undergoing an aesthetician service about their skin care regimen.
15. Track referral sources, and send thank-you letters to referral sources
16. Initiate, plan and participate in outreach activities, including but not limited to events and referral provider visits, some of which may require evening/weekend work and travel.