



One of Tampa's highest-rated medspas is looking for a Client Services Professional / Receptionist. This position is responsible for greeting all guests, answering phone calls, assisting guests with questions regarding MedSpa services and products, booking appointments, checking guests in, and charging for services performed. We're all about elevating both the experience and results for our clients, providing an amazing service to all of our clients so they can be beautiful on their own terms.

We're on the hunt for a charismatic, reliable Guest Relations Specialist to become the face of Aspire MedSpa & Beauty Bar. In this pivotal role, you'll craft unforgettable first impressions and deliver unparalleled 5-star service, all while providing vital administrative backing to streamline our spa's operations. The ideal candidate brings a vibrant energy, a meticulous eye for detail, thrives under pressure, and possesses a quick learning curve. Your dedication to fostering positive experiences will kickstart our clients' journey, making you an essential connector between them and our expert care.

Duties and Responsibilities including but not limited to:

- Properly open and close MedSpa each day according to Standard Operating Procedures.
- Accurately book, and manage client appointments.
- Ensure client areas and back-office areas are clean and stocked for the flow of in-coming and out-going guests.
- Ensure that the check-in and payment process is handled in accordance with company policy by processing cash, credit card, and credit transactions accurately, thus protecting the company's assets.
- Provide detailed descriptions of MedSpa treatments, packages, services, facility features, and hours of operation.
- Answer the phone promptly using company-appropriate scripts and use the guest's name throughout the phone conversation; operate the phone system accurately and efficiently.
- Actively promote the MedSpa, treatments, services, sessions, and retail, as well as programs, promotions, and/or discounts available.
- Handle guests' questions and concerns promptly, professionally, and courteously.
- Maintain complete confidentiality in all guest matters in accordance with company policies.
- Provide accurate, appropriate, and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Ability to work without constant direct supervision and remain at assigned posts for extended periods of time.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in, and support training and staff meetings for the MedSpa.
- Ability to perform the duties of the Retail Consultant as needed, including reaching sales goals and targets.
- Assist in all areas of MedSpa operations as requested by management.

Position Requirements:

- Excellent client relations professional focus with a natural, friendly, outgoing, warm, and energetic personality.
- Excellent communication, listening, and computer skills.
- Enjoy working with people.
- Must have the ability to learn and apply concepts quickly and consistently.
- Must be detail-oriented and have the ability to multitask.
- Ability to effectively present information and respond to questions from managers, employees, and the general public.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money-handling skills.
- Must be a team player.
- Talking and writing skills in Spanish are required.

Education and Experience Requirements:

- Minimum of HS Diploma. Some college or medical training preferred

Certificates, Licenses, Registrations:

- Valid FL Driver's License

Language Skills:

- Bilingual Fluency in Spanish is strongly preferred
- Excellent command of English, both verbally and written

Job Type:

- Full time position

Hours of Operations:

- Monday to Friday: 9am - 6pm
- Every other Saturday 10am – 3pm
- *opening GR will be required to be in office by 8:30am to prepare for the day
- *closing GR is responsible for staying until the last patient has left the practice.
- *Occasional weekend availability.

To apply:

Fill out our form in our Career page in our website.