



Job Title:	Aesthetician
Department/Group:	Spa
Position Type:	Hourly non-exempt
JOB DESCRIPTION	

Dermatology Solutions Group, LLC (“DSG”) provides professional management services to **Southeastern Dermatology Group, P.A.** (“SEDG”), a medical practice headquartered in Panama City, Florida with locations throughout the Southeast. SEDG has a professional team of physicians who are trained in the medical and surgical sub-specialty of dermatology.

PURPOSE:

The Aesthetician is responsible for providing the highest level of patient care with all consultations, treatments, and follow up appointments. Will work to identify patient needs and provide an educational consultation to patients to meet those needs. Fully educates patients on applicable treatments and products. Utilizes downtime by working with dermatology patients to provide education on proper skin care and identify new patient opportunities (UV protection, cleansing habits, etc.); and assist in cosmetic medical pre- and post-treatment care. This position reports directly to the Office Administrator and the Director of Spa Operations.

SERVICE ORIENTATION:

This position is patient focused with the objective of delivering superior patient care and ensuring positive patient experiences and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides the highest level of patient care through consultations, follow up appointments, and treatments.
- Promotes skin health and proper skin care to all patients.
- Drives sales, revenue growth and patient growth through appropriate patients treatment and retail recommendations and education.
- Prepares fully for all patient appointments.
- Follow all spa treatment, aesthetician, and spa front office protocols.
- Assists with provider cosmetic treatments, including coordinating and initiating pre- and post-treatment care.
- Identifies the need for and refers patients to providers for cosmetic injectable, cosmetic laser, and general dermatology services.
- Follows up with patients and maintains appropriate, professional patient relationships.
- Maintains current knowledge of all retail products.
- Remains knowledgeable of and able to perform all assigned spa treatments.

- Reviews patient medical history and maintains highest level of safety with all patients; refers to medical providers as needed.
- Grows patient base through meeting dermatology patients, creating cross referral relationships, attending required events, and working to obtain a high percent of repeat patients.
- Assists front office with scheduling process and tasks as needed.
- Ensures clear, consistent patient photographs are taken upon first visit and continued, as required, through treatment / home regimen process.
- Maintains accurate patient progress notes in eClinical Works using proper English grammar, spelling, and syntax.
- Reports any adverse patient reactions to supervising physician and appropriate supervisors.
- Assists with promotions and patient events, as required.
- Promotes monthly promotions and events, if applicable to patients.
- Maintains an organized, clean, and clutter free environment.
- Follows sanitation and sterilization protocols for all instruments and tools.
- Meets and works to exceed set goals.
- Maintains strict confidentiality.
- Completes other duties as assigned.

SKILLS AND QUALIFICATIONS:

- Superior skin care and product knowledge.
- Comfortable performing cosmetic makeup applications.
- Excellent sales and closing skills, with ability to approach patients in an educational manner.
- Excellent English oral and written communication skills.
- Teamwork and positive, patient focused attitude.
- Highly motivated and energetic with a naturally friendly and professional attitude.
- Demonstrated ability to multi-task, detail oriented, and organized.
- Ability to effectively communicate with patients, staff, and providers.
- Outstanding interpersonal skills and works well with patients using tact and diplomacy.
- Takes direction well and able to implement given direction.
- Must have a valid driver's license and clean driving record.
- Ability to work independently or within a group setting.
- Proficiency in the operation of a computer keyboard (30 WPM minimum) and ability to work effectively with Microsoft Office Products.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Successful completion of an Aesthetics or Skin Care program; preferred 600+ hour program with successful completion of written and practical state board examinations.
- Associates degree in Business, Communication, or a health related field is preferred.
- Previous experience in a medical aesthetics environment is helpful.
- Licensed in appropriate state(s) or meets requirements to obtain applicable license in the state(s) in which employee will be working.

- Proficiency in aesthetician treatments including facials, microdermabrasion, chemical peels, extractions and waxing; additional knowledge and practical skills in dermaplaning, radio frequency, and body sculpting procedures are helpful, but not required.
- Knowledge of the following skin care lines and procedures are helpful, but not required: Obagi, SkinMedica, EltaMD, CeraVe, Blue Lizard, Clarisonic, GloMinerals, GloTherapeutics, Latisse, Restylane, Perlane, Juvederm Ultra, Juvederm Ultra Plus, Juvederm Voluma, Sculptra, Radiesse, Belotero, Botox, and Dysport.
- Completion of state required continuing education to maintain license.

PHYSICAL ABILITIES:

- Stand for extended periods of time; push, pull and reach; occasionally bend, sit, stoop and stretch.
- Have full range of body motion, including handling and lifting of patients.
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and medical equipment.
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Occasionally lift and carry up to 30 pounds.

OTHER:

- Travel may be required to outlying locations.
- Occasional night or weekend work may be required, but not often.
- May be required to assist with procedures in which there is a presence of blood, bodily fluids and needles.

WORK ENVIRONMENT:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients and other members of the public on a regular basis. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, radiation, medicinal preparations and other conditions common to a clinical environment.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.