



beauty aesthetics

JOB ROLES

Slimming Therapist

Senior Slimming Therapist

Slimming Specialist

Facial Therapist

Senior Facial Therapist

Facial Specialist

Grooming Therapist

Senior Grooming Therapist

Grooming Specialist

Brow and Lash Therapist

Semi-Permanent Makeup Artist

Semi-Permanent Makeup Specialist



TAMMIE THEN

Brow and Lash Therapist
Browhaus

AN EYE(BROW) FOR BEAUTY

As a young teenager, Tammie Then first learnt to apply makeup by watching online makeup tutorials. "I was impressed by how makeup tools and products could make a great difference in a person's look, especially when they had defined eyebrows," recalls Tammie. This initial interest for makeup paved her way towards a career in beauty services.

As a Brow and Lash Therapist, Tammie provides professional consultation on brow shaping and colouring services. "Many people underestimate the power a set of well-designed brows. It not only frames your face and brightens up your eyes, but also determines first impressions when you meet someone new. When I consult a client, I make sure I understand the image they are going for as the shape of their eyebrows can be the difference between someone appearing approachable or stern," she shares.

Her focus on customers' needs is rooted in her previous experience in fashion retail and has proven to be equally important in her new role. When Tammie decided to move into the beauty services industry, she knew she had to acquire new skills and was thankful to find an employer who provided a month-long intensive training for new joiners. "Some people may find the training tedious and won't want to do it, but the technical skills are more complex than expected and there is a lot to learn."

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[THE COMPETENCY FRAMEWORK FOR BEAUTY SERVICES] KEEPS MY CAREER DEVELOPMENT ON TRACK BY MAPPING OUT POSSIBLE PROGRESSIONS WHEN I LOSE SIGHT OF MY GOALS IN THE BUSYNESS OF EVERYDAY TASKS.

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Despite completing such rigorous in-house training, Tammie plans to also earn an external certification in facial architecture so that her skills can be recognized industry-wide. "The Competency Framework for Beauty Services can help individuals like myself select the best training to address the skills required to progress in this field. It also keeps my career development on track by mapping out possible progressions when I lose sight of my goals in the busyness of everyday tasks," she says.

Moving forward, Tammie has plans to develop skills in performing eyelash extension services and semi-permanent makeup such as eyebrow embroidery. She sees increasing demand in such services, including amongst male customers. "Some days, I have more male customers than female ones," she adds. "The media has made it more acceptable for men to make an effort with their looks and there are also more men who are now working in the beauty services industry."

As she celebrates her first anniversary in her role, it's clear that Tammie has found her niche and passion with beauty services. She has even recommended friends to join her in similar roles. For those who are considering a career in this field, Tammie has this advice for you: "If you are thinking about it, just go for it. Since I started, I have not regretted anything."

Slimming Therapist

JOB ROLE SUMMARY

The Slimming Therapist is responsible for delivering slimming services independently per the organisational standards and procedures. He/She possesses knowledge of slimming solutions, and provides consultation and recommendations on products, services and aftercare to customers based on organisational guidelines.

He ensures the smooth functioning of the daily operations by maintaining the cleanliness and readiness of the work area and equipment, keeping customer records updated and maintaining inventory levels in accordance with established standards and procedures. He operates in a diverse and service-oriented environment within beauty centres and spas. He is well-groomed at all times and maintain strong relationships with customers. He embraces new trends in slimming services and collaborates effectively as a good team player.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Build relationships with customers during service and interaction· Address or escalate enquiries and requests· Communicate clearly in local language(s) to serve customers· Adhere to established organisational service standards and procedures· Execute established service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Perform data entry for customer details and appointment records· Maintain stock inventory according to operational needs· Prepare and maintain work area for service delivery· Prepare and maintain equipment for service delivery· Adhere to established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Work collaboratively with others to deliver services· Manage personal performance in accordance with established performance metrics and targets· Participate in training to improve personal skills· Keep up to date with latest industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures· Provide customer with information and equipment required for safe delivery of service· Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures· Handle products and equipment in accordance with organisational hygiene and safety standards and procedures· Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of body condition in accordance with organisational standards and procedures
- Deliver slimming services in accordance with organisational standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services

Senior Slimming Therapist

JOB ROLE SUMMARY

The Senior Slimming Therapist is responsible for performing tailored slimming services based on consultation and analysis of customers' body conditions. He/She is well-versed in products and techniques to deliver personalised slimming treatments, aftercare advice and follow-up services.

He works in a beauty centre or spa, taking on a supervisory role to ensure his team meets the established service delivery, operating and health and safety standards. He also coaches junior staff to develop relevant technical skills while developing his own specialised capabilities and keeping up-to-date with industry trends.

He is well-groomed and maintains a professional attitude at all times. He is expected to be strongly service-oriented, with excellent communication and customer management skills.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Sustain customer relationships over a series of touch points with reference to customer treatment history· Handle complex enquiries and requests· Communicate effectively to serve a diverse range of customers· Supervise staff to meet established organisational service standards and procedures· Drive customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Manage customer details and appointment records· Monitor inventory stock levels· Supervise work area preparation and maintenance for service delivery· Conduct checks on equipment to ensure its readiness for service delivery· Supervise staff to meet established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Drive collaboration and teamwork amongst team members· Monitor team's performance against established performance metrics and targets· Facilitate trainings sessions and on-the-job training for team members· Contribute specialised skills as part of team's headcount and capability mix· Promote awareness of latest industry trends amongst team
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures· Supervise team members in advising customers on organisational hygiene and safety standards and procedures· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures· Take corrective action on non-conformances to established organisational standards and procedures

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of body condition to provide recommendations on slimming products and services
- Deliver tailored slimming services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

Slimming Specialist

JOB ROLE SUMMARY

The Slimming Specialist is responsible for establishing organisational service and operating standards and procedures for slimming services, in accordance with industry standards. With his/her deep expertise in slimming services, he/she performs bespoke slimming treatments on complex cases where customers have known physical ailments and history of susceptibilities and complications. He also supports and responds to the development of industry trends by curating the slimming services, products and devices offered by his organisation.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets.

He has excellent communication skills to cater to a diverse range of internal and external stakeholders. To excel in his duties, he must be highly driven, possess strong people management skills and have a customer-centric mindset.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Expand network of customer relationships beyond existing customer base· Resolve enquiries and requests which require deviations from organisational service standards and procedures· Tailor communications to suit a diverse range of stakeholders· Establish organisational service standards and procedures to uphold organisation's service vision· Develop customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Define customer record management and maintenance requirements· Define inventory variety and quantity requirements based on operational needs· Establish organisational operating standards and procedures for work area preparation and maintenance· Establish organisational operating standards and procedures for equipment preparation and maintenance· Establish organisational operating standards and procedures for daily operations
Manage Self and Team	<ul style="list-style-type: none">· Optimise collaboration across teams and with external stakeholders· Establish performance metrics and targets for team members· Lead in-house training programmes to upskill team· Optimise team headcount and capability mix· Support Research & Development efforts on industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Establish organisational standards and procedures for personal hygiene and safety for team members· Establish organisational hygiene and safety standards and procedures in order to service customers· Establish organisational hygiene and safety standards and procedures for maintenance activities· Establish organisational hygiene and safety standards and procedures for inventory storage and handling· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures

KEY RESPONSIBILITIES **TASKS**

Perform Beauty Aesthetics Services

- Establish procedures for consultation on slimming services and analysis of body condition
- Perform analysis and consultation for complex cases
- Deliver bespoke slimming services for complex cases
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate slimming services based on current slimming trends and customer demands

Facial Therapist

JOB ROLE SUMMARY

The Facial Therapist is responsible for delivering facial services independently per the organisational standards and procedures. He/She possesses knowledge of facial skin care, and provides consultation and recommendations on products, services and aftercare to customers based on organisational guidelines.

He ensures the smooth functioning of the daily operations by maintaining the cleanliness and readiness of the work area and equipment, keeping customer records updated and maintaining inventory levels in accordance with established standards and procedures.

He operates in a diverse and service-oriented environment within beauty centres and spas. He is well-groomed at all times and maintain strong relationships with customers. He embraces new trends in facial services and collaborates effectively as a good team player.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Build relationships with customers during service and interaction· Address or escalate enquiries and requests· Communicate clearly in local language(s) to serve customers· Adhere to established organisational service standards and procedures· Execute established service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Perform data entry for customer details and appointment records· Maintain stock inventory according to operational needs· Prepare and maintain work area for service delivery· Prepare and maintain equipment for service delivery· Adhere to established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Work collaboratively with others to deliver services· Manage personal performance in accordance with established performance metrics and targets· Participate in training to improve personal skills· Keep up to date with latest industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures· Provide customer with information and equipment required for safe delivery of service· Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures· Handle products and equipment in accordance with organisational hygiene and safety standards and procedures· Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of facial skin condition in accordance with organisational standards and procedures
- Deliver facial services in accordance with organisational standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services

Senior Facial Therapist

JOB ROLE SUMMARY

The Senior Facial Therapist is responsible for performing tailored facial services based on consultation and analysis of customers' skin conditions. He/She is well-versed in products and techniques to deliver personalised facial treatments, aftercare advice and follow-up services.

He works in a beauty centre or spa, taking on a supervisory role to ensure his team meets the established service delivery, operating and health and safety standards. He also coaches junior staff to develop relevant technical skills while developing his own specialised capabilities and keeping up-to-date with industry trends.

He is well-groomed and maintains a professional attitude at all times. He is expected to be strongly service-oriented, with excellent communication and customer management skills.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Sustain customer relationships over a series of touch points with reference to customer treatment history· Handle complex enquiries and requests· Communicate effectively to serve a diverse range of customers· Supervise staff to meet established organisational service standards and procedures· Drive customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Manage customer details and appointment records· Monitor inventory stock levels· Supervise work area preparation and maintenance for service delivery· Conduct checks on equipment to ensure its readiness for service delivery· Supervise staff to meet established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Drive collaboration and teamwork amongst team members· Monitor team's performance against established performance metrics and targets· Facilitate trainings sessions and on-the-job training for team members· Contribute specialised skills as part of team's headcount and capability mix· Promote awareness of latest industry trends amongst team
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures· Supervise team members in advising customers on organisational hygiene and safety standards and procedures· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures· Take corrective action on non-conformances to established organisational standards and procedures

KEY RESPONSIBILITIES **TASKS**

Perform Beauty Aesthetics Services

- Perform consultation and analysis of facial skin condition to provide recommendations on facial products and services
- Deliver tailored facial services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

Facial Specialist

JOB ROLE SUMMARY

The Facial Specialist is responsible for establishing organisational service and operating standards and procedures for facial services, in accordance with industry standards. With his/her deep expertise in facial services, he/she performs bespoke facial treatments on complex cases where customers have known skin ailments and history of susceptibilities and complications. He also supports and responds to the development of industry trends by curating the facial services, products and devices offered by his organisation.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets.

He has excellent communication skills to cater to a diverse range of internal and external stakeholders. To excel in his duties, he must be highly driven, possess strong people management skills and have a customer-centric mindset.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Expand network of customer relationships beyond existing customer base· Resolve enquiries and requests which require deviations from organisational service standards and procedures· Tailor communications to suit a diverse range of stakeholders· Establish organisational service standards and procedures to uphold organisation's service vision· Develop customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Define customer record management and maintenance requirements· Define inventory variety and quantity requirements based on operational needs· Establish organisational operating standards and procedures for work area preparation and maintenance· Establish organisational operating standards and procedures for equipment preparation and maintenance· Establish organisational operating standards and procedures for daily operations
Manage Self and Team	<ul style="list-style-type: none">· Optimise collaboration across teams and with external stakeholders· Establish performance metrics and targets for team members· Lead in-house training programmes to upskill team· Optimise team headcount and capability mix· Support Research & Development efforts on industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Establish organisational standards and procedures for personal hygiene and safety for team members· Establish organisational hygiene and safety standards and procedures in order to service customers· Establish organisational hygiene and safety standards and procedures for maintenance activities· Establish organisational hygiene and safety standards and procedures for inventory storage and handling· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures

KEY RESPONSIBILITIES **TASKS**

Perform Beauty Aesthetics Services

- Establish procedures for consultation on facial services and analysis of facial skin
- Perform analysis and consultation for complex cases
- Deliver bespoke facial services for complex cases
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate facial services based on current facial trends and customer demands

Grooming Therapist

JOB ROLE SUMMARY

The Grooming Therapist is responsible for delivering grooming services independently per the organisational standards and procedures. He/She possesses knowledge of hair removal techniques, and provides consultation and recommendations on products, services and aftercare to customers based on organisational guidelines.

He ensures the smooth functioning of the daily operations by maintaining the cleanliness and readiness of the work area and equipment, keeping customer records updated and maintaining inventory levels in accordance with established standards and procedures.

He operates in a diverse and service-oriented environment within beauty centres and spas. He is well-groomed at all times and maintain strong relationships with customers. He embraces new trends in grooming services and collaborates effectively as a good team player.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Build relationships with customers during service and interaction· Address or escalate enquiries and requests· Communicate clearly in local language(s) to serve customers· Adhere to established organisational service standards and procedures· Execute established service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Perform data entry for customer details and appointment records· Maintain stock inventory according to operational needs· Prepare and maintain work area for service delivery· Prepare and maintain equipment for service delivery· Adhere to established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Work collaboratively with others to deliver services· Manage personal performance in accordance with established performance metrics and targets· Participate in training to improve personal skills· Keep up to date with latest industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures· Provide customer with information and equipment required for safe delivery of service· Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures· Handle products and equipment in accordance with organisational hygiene and safety standards and procedures· Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of skin and hair condition in accordance with organisational standards and procedures
- Deliver grooming services in accordance with organisational standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services

Senior Grooming Therapist

JOB ROLE SUMMARY

The Senior Grooming Therapist is responsible for performing tailored grooming services based on consultation and analysis of customers' skin and body hair conditions. He/She is well-versed in products and techniques to deliver personalised hair removal treatments, aftercare advice and follow-up services.

He works in a beauty centre or spa, taking on a supervisory role to ensure his team meets the established service delivery, operating and health and safety standards. He also coaches junior staff to develop relevant technical skills while developing his own specialised capabilities and keeping up-to-date with industry trends.

He is well-groomed and maintains a professional attitude at all times. He is expected to be strongly service-oriented, with excellent communication and customer management skills.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">• Sustain customer relationships over a series of touch points with reference to customer treatment history• Handle complex enquiries and requests• Communicate effectively to serve a diverse range of customers• Supervise staff to meet established organisational service standards and procedures• Drive customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">• Manage customer details and appointment records• Monitor inventory stock levels• Supervise work area preparation and maintenance for service delivery• Conduct checks on equipment to ensure its readiness for service delivery• Supervise staff to meet established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">• Drive collaboration and teamwork amongst team members• Monitor team's performance against established performance metrics and targets• Facilitate trainings sessions and on-the-job training for team members• Contribute specialised skills as part of team's headcount and capability mix• Promote awareness of latest industry trends amongst team
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">• Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures• Supervise team members in advising customers on organisational hygiene and safety standards and procedures• Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures• Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures• Take corrective action on non-conformances to established organisational standards and procedures

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of skin and hair condition to provide recommendations on grooming services
- Deliver tailored grooming services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

Grooming Specialist

JOB ROLE SUMMARY

The Grooming Specialist is responsible for establishing organisational service and operating standards and procedures for grooming services, in accordance with industry standards. With his/her deep expertise in grooming services, he/she performs bespoke hair removal treatments on complex cases where customers have known ailments and history of susceptibilities and complications. He also supports and responds to the development of industry trends by curating the grooming services, products and devices offered by his organisation.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets.

He has excellent communication skills to cater to a diverse range of internal and external stakeholders. To excel in his duties, he must be highly driven, possess strong people management skills and have a customer-centric mindset.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Expand network of customer relationships beyond existing customer base· Resolve enquiries and requests which require deviations from organisational service standards and procedures· Tailor communications to suit a diverse range of stakeholders· Establish organisational service standards and procedures to uphold organisation's service vision· Develop customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Define customer record management and maintenance requirements· Define inventory variety and quantity requirements based on operational needs· Establish organisational operating standards and procedures for work area preparation and maintenance· Establish organisational operating standards and procedures for equipment preparation and maintenance· Establish organisational operating standards and procedures for daily operations
Manage Self and Team	<ul style="list-style-type: none">· Optimise collaboration across teams and with external stakeholders· Establish performance metrics and targets for team members· Lead in-house training programmes to upskill team· Optimise team headcount and capability mix· Support Research & Development efforts on industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Establish organisational standards and procedures for personal hygiene and safety for team members· Establish organisational hygiene and safety standards and procedures in order to service customers· Establish organisational hygiene and safety standards and procedures for maintenance activities· Establish organisational hygiene and safety standards and procedures for inventory storage and handling· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Establish procedures for consultation on grooming services and analysis of skin and hair condition
- Perform analysis and consultation for complex cases
- Deliver bespoke grooming services for complex cases
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate grooming services based on current grooming trends and customer demands

Brow and Lash Therapist

JOB ROLE SUMMARY

The Brow and Lash Therapist is responsible for delivering brow and lash enhancement services independently per the organisational standards and procedures. He/She possesses knowledge of various brow and lash services, and provides consultation and recommendations on products, services and aftercare to customers based on organisational guidelines. Brow and lash services include but are not limited to the application of artificial lash extension, brow and lash colouring, and brow and lash perming.

He ensures the smooth functioning of the daily operations by maintaining the cleanliness and readiness of the work area and equipment, keeping customer records updated and maintaining inventory levels in accordance with established standards and procedures.

He operates in a diverse and service-oriented environment within beauty centres and spas. He is well-groomed at all times and maintain strong relationships with customers. He embraces new trends in brow and lash services and collaborates effectively as a good team player.

KEY RESPONSIBILITIES

TASKS

Deliver Customer Excellence

- Build relationships with customers during service and interaction
- Address or escalate enquiries and requests
- Communicate clearly in local language(s) to serve customers
- Adhere to established organisational service standards and procedures
- Execute established service innovation initiatives

Deliver Operation Excellence

- Perform data entry for customer details and appointment records
- Maintain stock inventory according to operational needs
- Prepare and maintain work area for service delivery
- Prepare and maintain equipment for service delivery
- Adhere to established organisational operating standards and procedures

Manage Self and Team

- Work collaboratively with others to deliver services
- Manage personal performance in accordance with established performance metrics and targets
- Participate in training to improve personal skills
- Keep up to date with latest industry trends

Manage Hygiene and Safety Standards

- Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures
- Provide customer with information and equipment required for safe delivery of service
- Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures
- Handle products and equipment in accordance with organisational hygiene and safety standards and procedures
- Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of facial skin and structure in accordance with organisational standards and procedures
- Deliver brow manipulation and simple lash extension services in accordance with organisational standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application, follow-up and touch-up services

Semi-Permanent Makeup Artist

JOB ROLE SUMMARY

The Semi-Permanent Makeup Artist is responsible for performing micropigmentation application on brows and tailored brow and lash services based on consultation and analysis of customers' skin conditions and facial structures. He/She is well-versed in products and techniques to deliver personalised semi-permanent makeup treatments on brow and lash, aftercare advice and follow-up services.

He works in a beauty centre or spa, taking on a supervisory role to ensure his team meets the established service delivery, operating and health and safety standards. He also coaches junior staff to develop relevant technical skills while developing his own specialised capabilities and keeping up-to-date with industry trends.

He is well-groomed and maintains a professional attitude at all times. He is expected to be strongly service-oriented, with excellent communication and customer management skills.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Sustain customer relationships over a series of touch points with reference to customer treatment history· Handle complex enquiries and requests· Communicate effectively to serve a diverse range of customers· Supervise staff to meet established organisational service standards and procedures· Drive customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Manage customer details and appointment records· Monitor inventory stock levels· Supervise work area preparation and maintenance for service delivery· Conduct checks on equipment to ensure its readiness for service delivery· Supervise staff to meet established organisational operating standards and procedures
Manage Self and Team	<ul style="list-style-type: none">· Drive collaboration and teamwork amongst team members· Monitor team's performance against established performance metrics and targets· Facilitate trainings sessions and on-the-job training for team members· Contribute specialised skills as part of team's headcount and capability mix· Promote awareness of latest industry trends amongst team
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures· Supervise team members in advising customers on organisational hygiene and safety standards and procedures· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures· Take corrective action on non-conformances to established organisational standards and procedures

KEY RESPONSIBILITIES TASKS

Perform Beauty Aesthetics Services

- Perform consultation and analysis of facial skin and structure to provide recommendations on semi-permanent makeup services
- Deliver tailored semi-permanent makeup services for lash and brow
- Provide tailored advice on pre-treatment, aftercare, home application, follow-up and touch-up services

Semi-Permanent Makeup Specialist

JOB ROLE SUMMARY

The Semi-Permanent Makeup Specialist is responsible for establishing organisational service and operating standards and procedures for semi-permanent makeup services, in accordance with industry standards. With his/her deep expertise in semi-permanent makeup services, he/she performs treatments for various facial features and on complex cases where customers have known skin ailments and history of susceptibilities and complications. He also supports and responds to the development of industry trends by curating the semi-permanent makeup services, products and devices offered by his organisation.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets.

He has excellent communication skills to cater to a diverse range of internal and external stakeholders. To excel in his duties, he must be highly driven, possess strong people management skills and have a customer-centric mindset.

KEY RESPONSIBILITIES	TASKS
Deliver Customer Excellence	<ul style="list-style-type: none">· Expand network of customer relationships beyond existing customer base· Resolve enquiries and requests which require deviations from organisational service standards and procedures· Tailor communications to suit a diverse range of stakeholders· Establish organisational service standards and procedures to uphold organisation's service vision· Develop customer service innovation initiatives
Deliver Operation Excellence	<ul style="list-style-type: none">· Define customer record management and maintenance requirements· Define inventory variety and quantity requirements based on operational needs· Establish organisational operating standards and procedures for work area preparation and maintenance· Establish organisational operating standards and procedures for equipment preparation and maintenance· Establish organisational operating standards and procedures for daily operations
Manage Self and Team	<ul style="list-style-type: none">· Optimise collaboration across teams and with external stakeholders· Establish performance metrics and targets for team members· Lead in-house training programmes to upskill team· Optimise team headcount and capability mix· Support Research & Development efforts on industry trends
Manage Hygiene and Safety Standards	<ul style="list-style-type: none">· Establish organisational standards and procedures for personal hygiene and safety for team members· Establish organisational hygiene and safety standards and procedures in order to service customers· Establish organisational hygiene and safety standards and procedures for maintenance activities

KEY RESPONSIBILITIES TASKS

Manage Hygiene and Safety Standards

- Establish organisational hygiene and safety standards and procedures for inventory storage and handling
- Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures

Perform Beauty Aesthetics Services

- Establish procedures for consultation on semi-permanent makeup services and analysis of facial skin and structure
- Perform analysis and consultation for complex cases
- Deliver semi-permanent makeup for various facial features and complex cases
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate semi-permanent makeup services based on current semi-permanent makeup trends and customer demands