

The Role LUSH North America Spa Manager (Lexington St Shop & Spa (New York) or Walnut St Shop & Spa (Philadelphia)) 1 role each, for both locations

LUSH Fresh Handmade Cosmetics is a rapidly growing, Vancouver-based retailer and manufacturer known worldwide for our unique bath and beauty products, amazing skin and hair care, personalized customer service, and environmental activism. We are looking for a dynamic and creative individual to manage our Spa Therapists at the Walnut Location in Philadelphia and Lexington Location in New York.

We support over 226 (and growing!) retail shops across North America, with manufacturing facilities in Vancouver and Toronto. This position is a salaried role based in Philadelphia or New York where we have opened our first two North American Spas in 2013. If you are enthusiastic about customer service, passionate about products, and thrive in a team environment, then we would love to hear from you!

We Offer:

- The chance to be a part of growing the LUSH Spa within North America
- An opportunity to be involved in the hiring, promoting, and building of the Spa Business
- An education in and 50% discount on our amazing LUSH products

Your Responsibilities:

Spa Management:

- Work closely with Retail Managers and Therapists to identify opportunities
- Manage Therapists closely to coach and train them on business building techniques
- Oversee and ensure repeat client bookings, client documentation, and add-ons
- Plan events and promotions to increase business traffic
- Monitor success and track sales to ensure top performance of yourself and your team
- Be actively involved in the LUSH retail business to identify cross-promotional and training opportunities, including 3 annual Manager Meetings
- Meet and build relationships with all departments to ensure all facets of the company are supporting the Spa business to its highest potential.
- Network in the cities where the spas are located to identify business opportunities and recruit top talent
- Work closely with the UK Spa team to ensure the UK vision is being executed perfectly in North America, include them as needed to create brand consistency in the Spa
- Ensure operational excellence with regards to Spa scheduling, inventory, cleanliness, and service
- Be an expert in each treatment, perform treatments as needed, and train and ensure treatment standards with the Spa Therapists
- Manage the spa budget and profitability

Your Qualifications:

Required:

- License in Massage Therapy in the applicable state
- Experience in Spa Management and Coordination 2+ years
- Experience developing a Spa team of Therapists
- Hiring and training therapists
- Ability to travel as needed

Preferred:

- Familiar with the LUSH brand, products and ethics
- Knowledge of massage therapy, aromatherapy, music therapy and reflexology practices a plus

- Knowledge of state massage therapy licensing practices, USA treatment certification processes, and massage schools/practices that align most closely with LUSH treatments or experience doing research and managing similar processes

How to Apply:

You can apply for this role:

- Online at <http://www.lushusa.com/careers>

Thanks for your interest in LUSH! Due to the high volume of applicants, only those applicants selected for an interview will be contacted.

Best of luck in your job search, and don't forget to follow us online for even MORE opportunities!

[Twitter](#) (@LUSHcareers)

[Facebook](#)

[LinkedIn](#)

The Role: Spa Therapist, (Lexington St Shop & Spa (New York) or Walnut St Shop & Spa (Philadelphia)) 6 roles for both locations

LUSH North America supports 226 (and growing!) retail stores in Canada and the USA, a mail order business based in Vancouver, and manufacturing centers in Vancouver and Toronto. We are looking for a dynamic and creative individual to join our North America Spa Team as a Spa Therapist.

LUSH Fresh Handmade Cosmetics is a rapidly growing, Vancouver-based retailer and manufacturer known worldwide for our unique bath and beauty products, amazing skin and hair care, personalized customer service, and environmental activism and a fun & funky store atmosphere. We are dedicated to the practices of fair trade sourcing and supporting sustainable communities as well as giving back to organizations that can make a difference through our Charity Pot Program.

We Offer:

- The chance to be a part of a new spa experience opening in the USA for the first time
- The opportunity to learn our original treatments which include aromatherapy, music therapy, reflexology, and massage
- A full three-month expense-paid training program with our Spa experts from the UK
- An education in and 50% discount on our amazing LUSH products

Your core RESPONSIBILITIES will include:

- Be a model of honesty, openness, transparency, and integrity
- Be outgoing, courteous, genuine and approachable in all human interactions
- Be self-confident, mature and have a positive attitude in every situation
- Always carry out Lush Spa treatments to the standard in which you have been trained.
- Build your spa clientele by active advance booking, client books and adding-on products
- Participate in operational duties including: inventory, promotion, events, trainings, meetings, shop and spa maintenance, customer and client services, for both the retail store and spa
- Be on the shop floor, providing help, advice, and guidance to customers and LUSH staff as needed when not providing treatments
- Work with store manager and head therapist to implement strategies to improve future sales.

You bring the following QUALIFICATIONS:

Required:

- Live or be able to relocate to New York City or Philadelphia
- Certification in Massage Therapy in the states of New York and/or Pennsylvania.
- Ability to participate in a 3 month initial training program in the UK. This will require that you travel full 3 months. Costs will be covered by LUSH. And you will be paid during that time.
- Ability to lift 30 lbs.
- Flexible work schedule to accommodate client needs and retail hours, including evenings and weekends
- Experience in Aromatherapy, Music Therapy, and Reflexology a plus
- Knowledge of LUSH Products and/or previous experience working in a LUSH retail shop, or demonstrated ability to connect with customers and make sales
- Experience in opening a new spa and/or learning and applying original treatment techniques

How to Apply:

- Online at www.lushusa.com/careers
- Or e-mail spateam@lushsusa.com
- Learn more about the LUSH Spa: [LINK](#)

Thanks for your interest in LUSH! Due to the high volume of applicants, only those applicants selected for an interview will be contacted.

Best of luck in your job search, and don't forget to follow us online for even MORE opportunities!