



## Trainer

<b>Job Title:</b> Trainer	<b>Department:</b> Skills Development and Training
<b>Reports To:</b> CEO	<b>Location:</b> Ballito

### JOB SUMMARY

The Trainer's core focus is the function of a trainer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Trains new and current employees and re-trains the staff in line with Mangwanani's commitment to service excellence and skills development and upskilling
- Establishes, monitors and keeps records of training spend
- Coordinates and administers pours and fairs and re-train
- Ensure in-house training is up to standard and that regular training is done
- Complete all relevant documentation in regards to Bursary training
- Develop and design all necessary documentation for Accreditation
- Develops and designs new treatments and techniques
- Manager specializing in QC, staffing and training to include, but not limited to:
- Ensuring staff are well presented and aware of all requirements;
- Ensuring client satisfaction at the Spa;
- Daily monitoring of complaints and daily reports of action taken. This relates to all aspects but also poor's and fairs whereby you can ascertain what further training needs to be completed.
- Quality Control on items/products used in treatments and the care thereof. This includes ensuring the right products are used correctly in specific treatments;
- Elimination of wastage within the treatment rooms
- Ensuring hygiene qualities and standards are maintained with respect to therapists and cleanliness of treatment area and products
- Other duties as assigned

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Spa knowledge
- Excellent written/verbal communication skills
- Ability to work independently
- Excellent customer service skills
- Must be passionate of the Beauty, Health, Wellness Industry
- Must be hard working, driven and a confident individual.

### EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Diploma / Advanced Diploma in Health and Skin Care

Please submit your resumes to [jobs@mangwanani.co.za](mailto:jobs@mangwanani.co.za)

To learn more about Mangwanani African Spa—and the extraordinary opportunities that exist, please visit [www.mangwanani.co.za](http://www.mangwanani.co.za)