

SPA Trainer

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
French Beauty and Fragrance Brand

Job ID
1619589

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 8 million yen

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

A prestigious global luxury beauty brand renowned for its heritage, craftsmanship, and expertise in skincare, fragrance, and wellness is seeking a SPA Trainer to join its Training & Education team in Japan.

The SPA Trainer will act as the local expert and ambassador for the brand's spa philosophy, treatment protocols, and customer experience standards. The successful candidate will be responsible for delivering training programs, coaching spa teams, supporting treatment excellence, and ensuring consistent execution across partner spas and retail treatment spaces.

Working closely with local and international stakeholders, the role contributes directly to brand image, service quality, customer satisfaction, and business growth.

Key Responsibilities
1. Training & Capability Development
- Deliver and facilitate both in-person and virtual training programs for spa therapists, trainers, and retail teams.
- Ensure consistent implementation of treatment protocols, service standards, and customer journey guidelines.
- Coach and support regional spa trainers and treatment specialists.

- Organize onboarding and ongoing skill development programs.
- Conduct regular follow-up training and performance reviews to maintain operational excellence.

2. Spa Operations & Quality Management
- Monitor compliance with treatment protocols, hygiene standards, and safety procedures.
- Conduct regular market visits to evaluate service quality and provide coaching.
- Ensure consistent execution of brand standards across spa and treatment locations.
- Support implementation of visual merchandising and retail design guidelines within spa environments.

3. Brand Ambassador & Treatment Expert
- Serve as the local authority on spa treatments, rituals, and wellness expertise.
- Deliver treatments for VIP clients, media representatives, and special brand events when required.
- Represent the brand's heritage, values, and service philosophy with internal and external stakeholders.
- Promote a luxury customer experience aligned with global standards.

4. Cross-Functional Collaboration
- Liaise with international training and spa teams to ensure alignment with global initiatives.
- Support adaptation and development of training materials and communication tools.
- Collaborate closely with Sales, Marketing, Communications, and Retail departments to support business objectives.
- Act as the key communication bridge between local and global training teams.

Employee Benefits:
- Medical and insurance coverage provided
- Employee Company Sales Discount.

Required Skills

Required Experience
- Minimum 5 years of experience within luxury spa, beauty, wellness, esthetics, or salon environments.
- Experience in training, coaching, education, or capability development is highly preferred.
- Hands-on experience delivering professional facial and body treatments.
- Experience working with premium or luxury brands is an advantage.

Skills & Competencies
- Strong presentation and facilitation skills.
- Excellent coaching and mentoring capabilities.
- Passion for customer experience and service excellence.
- Strong interpersonal and communication skills.
- Ability to work independently while collaborating across multiple functions.
- High attention to detail and commitment to quality standards.

Company Description

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