



Look Good. Feel Confident.

Embark on an Exciting Career with iTAN Sun Spray Spa as a Brand Experience Specialist

iTAN Sun Spray Spa has been paving the way of self-administered sun, spray, and spa services since 2001. We have 31 salon locations serving Riverside, Orange, San Diego, and Santa Clara counties. Our purpose is to make our customers feel confident and empowered by their natural beauty. We know that companies with a strong culture and a higher purpose perform better in the long run. As we continue to grow, we strive to ensure that our culture remains alive and well. We would like our employees to demonstrate the core values of generosity, people first, love, ownership, performance, quality, balance, and agility. We are seeking a talented candidate for the **Brand Experience Specialist** position at the corporate office. This position will be partly in office and partly in the field. This role is an essential part of the brand services team with a primary focus on the customer care, franchise support, training, and quality control. Main areas of responsibilities and skills required:

- Franchise Support
 - Franchise Development Assistance
 - Vendor Relations
 - Pricing Metrics
 - Field Visits
 - POS Support
- Training & Quality Assurance
 - Maintain Brand Standards Manual
 - Develop and deliver training content
 - Promote team engagement
- Customer Care and Member Relations
 - Process customers inquires
 - Reputation Management
 - Internal & External Communications
 - Event/Meeting Coordination
- Professional Skills
 - Critical and analytical thinking
 - Attention to details and accuracy
 - People skills with ability to listen and find a resolution
 - Excellent writing skills with solid knowledge of English grammar
- Personal Qualities



Look Good. Feel Confident.

- Fast learner with a desire to grow
- Self-starter with ability to take a lead on the projects
- Problem solver with ability to be creative
- Eager to learn and motivated
- Dependable and consistent
- Knowledge
 - Common computer programs and platforms
- Education
 - High School Diploma/ GED required
 - University/Community College/Trade School preferred
- Wages and Benefits: DOE, Health and Dental plans, Paid Holidays, PTO.

To apply, please answer the questions below and email athena@itan.com with your resume. We will be in touch shortly!

- 1.) Tell us about yourself and your experience.
- 2.) Why did you choose to apply for this position over others?
- 3.) Why do you feel that you are a good fit for the position?

