

**JOB TITLE: Spa Manager**

**REPORTS TO:** Director of Sales and Marketing

**Summary:**

The Spa Manager oversees, and is responsible for, all aspects of the daily operation of the Spa while advancing the mission of the Spa—to provide a spa experience that exceeds our customers' expectations and enhances our Campbell's Resort brand. The Spa Manager ensures that Campbell's Spa is running efficiently, that customers are tended to and satisfied, and the business is operating at a profit.

**Minimum Requirements:**

- Two years of proven supervisory experience, preferably supervising 10 or more employees.
- Three years of successful guest service experience is preferred.
- Previous spa management preferred.
- Ability to take and give direction, contributing to a team atmosphere.
- Excellent communication skills, both verbal and written.
- Must be extremely organized and maintain composure under stress.
- Must possess a positive, upbeat personality with a passion for outstanding customer service.
- Self-motivated: can find work to do without constant supervision.
- Good grooming and personal hygiene.
- Excellent computer skills.

**Physical Requirements:**

- Sit for extended periods of time
- Maneuver in tight spaces with ease
- Continual bending and reaching
- Occasional stooping
- Lifting, push and pull up to 20 pounds & carry loads up stairs.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 20 pounds without assistance.

**Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Direct and control the activities of the Spa while ensuring adherence to Campbell's Resort standards, policies, and procedures.
- Create an atmosphere where customers are comfortable and are satisfied, leading to repeat business and the impression that Campbell's Spa is peerless in our market area.
- Create a healthy, professional, team atmosphere among staff that attracts quality employees and focuses on retention.
- Assist in creating annual operating budgets for the Spa working closely with the Director of Sales and Marketing.
- Carefully monitor the Spa's ongoing financial performance to reach the financial goals.
- Report weekly to Director of Sales and Marketing.
- Develop, maintain and utilize written Standard Operating Procedures and Protocols for the Spa including Therapist and Receptionist training manuals.

- Ensure that all personnel are kept well informed of department objectives, goals and procedures. Produce a (weekly, bi-monthly) bulletin to build communication. Conduct (weekly, bi-monthly, monthly) staff meetings to build communication and teamwork.
- Oversee the recruitment, selection, hiring, training and management of high-quality Spa employees. Provide ongoing staff training, development and evaluations.
- Be an expert in all aspects of the Spa accounting functions, working with the Accounting Department as necessary and adhering to all accounting protocols and requirements. Recommend improvements in the accounting function as needed and appropriate.
- Be an expert in all aspects of the Spa's treatment booking functions of Maestro (PMS). Recommend improvements and utilize training materials as needed and appropriate.
- Oversee all aspects of the Spa's retail program including setting retail budget goals, retail training for the staff, merchandising, ordering, and inventory control.
- Be an expert in all aspects of the Maestro Point of Sale (POS) and utilize to the full potential, recommending improvements, and utilizing training materials as needed and appropriate.
- Develop strategies for maximizing revenue through service menu engineering, pricing, service scheduling, retail add-ons, promotions, etc.
- Work directly with Campbell's Marketing Department to develop annual and ongoing Spa marketing plans.
- Ensure the business is operating according to the laws of the state and that all staff members have the appropriate licenses and abilities to perform their jobs.
- Oversee all aspects of the Spa's supply inventory including ordering and control.
- Monitor and analyze labor costs to ensure maximum effectiveness towards spa services while realizing full profit potential.
- Ensure that a high standard is met for the cleanliness and maintenance of the interior and exterior of the Spa and all its FF&E.
- Be an active, positive and professional representative and spokesman for the Spa. Communicate on an ongoing basis with the Spa's customers, spa staff, Campbell's other departments, and to the Lake Chelan community at large with a message that advances the mission of the Spa.
- Participate in weekly Department Head Stand-Up meetings.
- Ensure the proper image is being maintained by all staff with respect to Personal Appearance and Uniform standards.
- Perform Spa reception duties as necessary (primarily in the off-season???)
- Display a high degree of professionalism and integrity as befitting a member of management.
- On rare occasion, perform professional services in licensed field of expertise.
- Be knowledgeable about Campbell's services and history and Lake Chelan recreational opportunities.
- Other duties as required.

**Behavioral Characteristics:**

- Strong guest service orientation
- Cheerful, upbeat personality
- Enjoys team environment and interaction with co-workers
- Excellent communication skills
- Flexible and cooperative
- High personal standards, good self esteem
- High energy, able to work in fast paced environment

- Good sense of time management
- Good sense of humor
- Self-motivated
- Seeks out knowledge and enjoys learning/strives for professional growth
- Pays attention to detail
- Good organizational skills and follow through
- Able to multi-task and improvise on the spur of the moment
- Ability to sell services

**Position Type and Expected Hours of Work:**

This is a full-time position, expected work hours are based on seasonal volume, business demand, and hours of operation. Weekends and holidays are also necessary. Must be flexible and willing to adapt schedule to meet business demands.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.