



BERNARDUS
LODGE & SPA

SPA MANAGER

SUMMARY:

The Spa Manager reports directly to the Spa Director and works to ensure that the overall spa operation runs effectively and that all guest service standards are upheld. Responsibilities include supervising, training, and motivating the spa team to accomplish budgeted retail sales and guest service scores. The Spa Supervisor is additionally responsible for assisting with time-off requests, minor disciplinary discussions, and guest recovery. The Spa Supervisor is typically required to be available to work all weekends and holidays and must be flexible to accommodate employee call-offs.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service, safety protocols and guest satisfaction at all times.
- Provide guidance through constructive feedback to colleagues for continuous improvement.
- Communicate with Spa Director to ensure smooth day to day operations; including purchasing requirements, guest feedback, and staff needs.
- Collaborate with Spa Director on revenue initiatives, service enhancements, and staff incentive programs.
- Assist in the development and motivation of the spa team to increase retail sales and increase guest loyalty.
- Audit spa appointment books for errors, rooming issues, or potential staffing needs.
- Audit Spa Concierge email inbox to ensure all communications meet spa standards.
- Meet with Spa Director weekly for recap and forecast plan.
- Complete and input month retail inventory
- Input staff schedule weekly into Paylocity
- Manage, report and rectify guest glitches and anticipate needs
- Maximize the financial performance of the department by reducing labor and maximizing down time
- Act a spa ambassador through onboarding for new spa employees and ongoing cross training for resort employees

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Preferred 2 years resort/hotel or salon/spa experience.
- Previous reception and point of sale experience.
- Excellent verbal, written, and communication skills.
- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy.
- Knowledgeable of the spa environment and experience.
- Outstanding interpersonal, guest service, listening, and problem-solving skills.
- Must be highly organized and detail oriented.
- Knowledgeable of computer booking software, POS, and Microsoft office programs.
- Must meet legal age requirements for the position.

- Must be able to work independently.
- Must provide valid document(s) to work in the US.

EDUCATION/EXPERIENCE:

- High school diploma or equal to a GED; two years' experience in related field.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

- Hair must be clean and kept at a reasonable length.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.

See Employee Handbook for detailed policies.