

Spa Manager

iwa Spa
Blue Mountain Village

Job details

Salary
\$50,000–\$65,000 a year
Job type
Full-time

Qualifications

- management: 2 years (Required)

Benefits

Extended health care
Flexible schedule
Store discount
Wellness program

Full Job Description

iwa Spa is hiring a Spa Services Manager. The candidate for this position is required to be an Aesthetician or Registered Massage Therapist, and must be available on weekends.

The Spa Services Manager is responsible for bringing iwa's vision of *Inspiring Wellness Always* to life in the day-to-day operation, for our team and guests. iwa Spa is an award-winning wellness spa located in the heart of the Blue Mountain Village. We understand that providing guests with world-class service in amazing surroundings requires a team of talented and dedicated people who are committed to producing exceptional results every day. Working with moral integrity in a supportive environment, where individual thought and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

We are currently looking for an experienced Spa Services Manager to join our team, with a primary focus on leading the spa services team. The Spa Manager role is an exceptional opportunity for an energetic, motivated leader with management experience. This position requires strong, clear and consistent leadership. The ideal candidate is empathetic, positive and passionate, and thrives in leading a team to deliver a superior customer experience. You are the type of individual who continually searches for innovative ways to improve the overall guest and team experience. This is a hands-on client facing front of house position with a mix of hands on services and management time. Responsibilities include:

- Overall Guest Experience & client satisfaction
- Staffing: responsible for inspiring and leading a team of 20-25 service providers (including estheticians and RMT's).
- Leading by example to ensure all colleagues follow all service standards, safety procedures and practices of the spa.

- Establishing and maintaining backbar inventory. This includes stocking of treatment materials and accurate product inventory records. To be updated weekly with a summary of what is needed to order provided to the Spa Director.
- Establishing a process for regular audits of inventory control/product usage by each team member. Establishing solutions of areas of improvement.
- Training service team members on all treatment protocols and organizing regular training schedule which includes bringing in product partners in order to ensure outstanding guest service.
- Establishing esthetician retail targets based on monthly budget and work with the Owner & Spa Director to implement strategies to support this.
- Ensuring facility is in peak condition at all times and quality checks in treatment areas and heart of hours stock areas and storage.
- Conducting regular team communication meetings, emails, notices. Tracking & Following up on Client Satisfaction issues (with both the guest and team member). Weekly updates provided to the Spa Director.
- Performance Management of team members as required (this could include anything from protocols to client satisfaction)
- Managing sick calls – adjusting the schedule, finding a replacement, communicating with the guest.
- Maintain real time performance knowledge of spa treatments performed and communicate suggested protocol revisions to Spa Director on a consistent basis Seasonal spa menu audit and changes as required.
- Sales; be able to drive goals and sales quotas with retail sales Leadership: Motivate team to educate guests about products, empower Guest Advisors to support the skin department and keep contests, incentives and rewards fun and attainable!
- Cleanliness: have ownership of treatment, rooms and storage areas to be clean, tidy and stocked
- Hiring: Assist in the hiring of new service team members. Coordinate and execute their on-boarding, orientation and training.
- Prepare for and lead Public Health Inspections, action any follow up required.
- These core responsibilities are not inclusive of the role but highlight some of the important aspects.

Job Type: Full-time

Salary: \$50,000.00-\$65,000.00 per year

Benefits:

- Extended health care
- Flexible schedule
- Store discount
- Wellness program

Schedule:

- 8 hour shift

Supplemental pay types:

- Bonus pay

Experience:

- management: 2 years (required)

Application deadline: 2022-12-01

Expected start date: 2022-09-26