



Job Description

4/4/2019

Position Title: Spa Manager

Accountable To: General Manager

Qualifications:

The Spa Manager is responsible for reliable execution of the Spa's business plan, cultivating and building revenues, ensuring successful daily operations, and in general continuously improving the viability and growth of the Spa at 212. The Manager is also responsible for assisting the Club Management Team and owners with planning, marketing, promotions, budget & expense, and problem-solving that relate to the Spa and inter-relate both the Club and Spa.

The Spa Manager is expected to continuously improve harmony, teamwork, and profitability for both employees and clients by supervising and effectively coaching the Spa staff to properly perform their functions. The Manager will ensure that prompt, professional, courteous service is delivered to all clients, and maintain a clean environment at all times.

Job Hours:

- Min. 25 hours per week including massage or esthetics services performed
- Flexible schedule

Responsibilities/Tasks Involved:

- Oversee the Spa annual budget and ensure this department creates a min. of 30% monthly profitably.
- Oversee, develop, and maintain the software database.
- Oversee all recruiting, hiring, terminating, and evaluations for all Spa staff.
- Work with Desk Supervisor to ensure all inventory for retail and back bar purchase and control.

- Oversee and work with the Desk Supervisor to manage daily operations of the Spa reception desk and the overall quality of clients' experience.
- Ensure that all our clients get a warm and welcoming feeling when using the Spa.
- Provide orientation & training for new hires.
- Greet and welcome members and clients of the Spa as well as develop positive, warm relationships with frequent clients of the spa and fellow employees. Customers are always #1.
- Oversee and work with desk supervisor for all reception duties: Scheduling appointments, cashing out, knowing individual schedules and how long each therapist needs and understanding customer preferences.
- Appropriately addressing client concerns and requests.
- Oversee the Spa staff: Ensure proper staffing is achieved for lunch/breaks, vacations, absences due to illness, etc.
- Control and keep the retail products clean and display them in a trendy and eye-catching manner.
- Research and create new ideas for selling retail as well as product analysis.
- Generate new ideas for possible promotions involving retail and/or spa treatments or services.
- Attendance of all manager and general staff meetings as scheduled by the Spa and General Manager.
- Payroll: Completing payroll for the entire dept. every two weeks. Printing and handing in time sheets. Fixing gratuity and retail commission mistakes.
- Monitor product usage and waste; implement processes to correct and control all retail inventory and back bar inventory. Deal appropriately with Spa staff complaints/concerns and when appropriate bring concerns to the General Manager.
- Assist in tracking of spending and financials for the Spa; reviewing P&L, making charts, graphs, etc. to ensure accountability and performance.
- Confirm that all Spa staff are practicing safety and sanitation procedures in accordance with the Wisconsin state laws.
- Proactively maintain industry knowledge (business publications, trends, etc).
- Create content for Monthly Club round-up; collect all ideas from the team and send info to the Marketing Department by the deadline.
- Create all content for the newsletter quarterly and submit info to the Marketing Department by the deadlines supplied.
- Process paperwork for new hires, transfers, terminations, etc., per Company policies.
- Willing to participate in all necessary training, in-house education, promotional events, and activities sponsored by the Spa or the Club.

Working Relationships:

- As an employee and member of 212 staff, the Spa Manager may be asked to assist in other areas of the facility. Cooperation is assumed and required.
- Each employee will be required to fully understand all the services and programs offered by 212.
- As new services and programs are introduced, the Spa Manager will become aware of each service and program and be able to sell it to the members and clients.
- As a representative of 212, the Spa Manager will maintain a neat and healthy appearance as well as a positive and friendly attitude.

Approvals and Acceptance

This job description is a summary of the primary duties and responsibilities of the position. It is not intended to be a comprehensive listing of all duties and responsibilities. Contents are subject to change at the General Manager's discretion. By signing below, the employee agrees that he/she has received and read the job expectations outlined above. The employee has reviewed these duties with his/her manager and has had any questions or concerns satisfactorily answered. This job description is not to be interpreted as an employment agreement.

Benefits package will be discussed upon hiring.
Salary position-non-exempt.

Full-time benefits are possible for this position.

Employee signature *Date*

General Manager, Signature *Date*