



Responsibilities

- ❑ Develops a comprehensive standard facility operations manual, including written policies and procedures for all facility services, administration, and maintenance using the WTS International operations template.
- ❑ Develops, through use of a template, a monthly and yearly management report outlining key facility statistics and a summary of daily operations. Also reports any current or future concerns and, with Operation Director's approval, forwards recommended changes to the client.
- ❑ Submits all paperwork and financial reporting in accordance with WTS International policy.
- ❑ Develops and maintains accurate facility maintenance procedures and checklists through routine preventative maintenance and repair.
- ❑ Maintains a monthly inventory of supplies, equipment, and or products.
- ❑ Writes articles or press releases for the facility, when applicable.
- ❑ Creates a team of service providers to meet all aspects of professionalism and service demands.
- ❑ Maintains a fully staffed facility by recruiting, interviewing, hiring, and training all staff.
- ❑ Ensures the staff is fully knowledgeable about the use and benefits of services, products, programs, and activities by conducting regularly scheduled staff meetings and training workshops.
- ❑ Ensures appropriate facility supervisory coverage through the use of a Manager on Duty (MOD) system.
- ❑ Assesses all employees' progress continually; coaches employees with positive reinforcement, and disciplines, when necessary, fairly and consistently; participates in annual performance evaluations, and, when necessary, assists in the termination process.
- ❑ Provides excellent customer service and monitors guest feedback through the use of comment cards and other customer care techniques. Supervises and follows up on guest requests and comments.
- ❑ Creates and implements an effective marketing and public relations strategy in a timely manner.
- ❑ Ensures facility is only accessed by actual members and/or guests, and that it is safe and secure at all times.

- ❑ Ensures fiscal responsibility through efficient scheduling of facility and, when necessary, makes changes to stay within budgetary guidelines.
- ❑ Ensures the successful integration of the spa and, where applicable, the fitness facility, into the overall operations of the hotel.
- ❑ Ensures that the spa is successfully positioned within the respective marketplace by completing a competitive analysis and determining strengths and weaknesses of all significant competitors.
- ❑ Implements a strategy to contact conference groups and promotes spa services to attendees.
- ❑ Ensures that financial goals are attained by developing and implementing a retail sales plan.
- ❑ Establishes service and retail goals for staff and provides guidance on how to achieve them.
- ❑ Develops a schedule of seasonal utilization patterns to be used in the budgeting process and effective payroll management.
- ❑ Specifies and controls efficient usage of professional products for all services by completing a service cost analysis and implementing an inventory control system.
- ❑ Provides necessary financial information to corporate and the client's accounting department for accurate reporting of daily sales and financial performance.
- ❑ Ensures an effective inventory system with the par stock levels implemented for spa equipment and supplies.
- ❑ Ensures compliance with all state licensing and health requirements.
- ❑ Provides reservation procedures using spa software or a manual reservation system. Other duties as assigned.

Qualifications

- College degree or comparable spa management experience
- Previous successful spa management experience
- Knowledge of professional spa services and treatments
- Knowledge of retail operations and inventory systems
- Effective leadership skills and a strong work ethic
- Excellent customer service skills
- Efficient, well organized, and able to handle a variety of duties simultaneously
- Creative in marketing and promotion, sales oriented
- Energetic, enthusiastic and motivational
- Professional manner, discretion, and appearance
- Excellent verbal and written skills
- Able to show initiative and make decisions
- Proficient in appropriate computer skills and office equipment
- Ability to stand for long periods
- Awareness of proper body mechanics to prevent injury
- This position requires the ability to stand, stoop, kneel, crouch, bend, walk, and talk

- The employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms
- Ability to lift 25 lbs.

Normal work hours: Varied to include nights, weekends, and holidays