

Position Description: Full Time Spa Manager

Start date: Oct 15, 2015

Salary: Starts with \$41,600 (\$20 per hour). The top pay will go max to \$50,000 (\$24 per hour).

Hours:

Outside of the programs regular, 8-5 (or 9 to 6), with 1 hr break. During the programs, hours are similar, but you'll be working weekends and have two week-days off. Be flexible to be able to work occasional evenings.

Note: At this time, our programs run 3 weeks on/ 3-4 weeks off. See the exact program dates on our site www.healthretreat.ca.

Description of the Company

Fresh Start is a Health Restoration Retreat and Spa operating since 2005. We are not a typical day or destination spa. People come here with various health conditions for a supervised health retreat, including whole body cleanse, cellular re-nourishment with raw foods and juices, as well as to learn how to continue a healthy living after.

We are a unique high quality, fairly high tech business that seriously focuses on health and personalized customer care. We are not a pure spa, even though have a significant spa element. We are here not merely for pampering or holiday retreats. We help people get well. We are the only business of such nature in Canada. If you dream to make a difference in lives and health of others and your own, we are here to help you realize your dream.

Position Description

Summary

The Spa Manager will manage/collaborate initially with 20 staff members (2 program directors; aprox. 12 therapists /class instructors, including N.D., a psychotherapist, body workers, colon hydrotherapist, life coaches, yoga, meditation, fitness, art and other instructors; 3 support staff; 1 P/T front desk clerk). Later, as we grow, the team size will increase. The team is at the retreat only on the program dates, at which time the Manager will be taking care both of running smooth operations and the front desk. In-between program sessions majority of responsibilities are related to the next program preparation, non-food supplies ordering, staff communications/management/training/nurturing, documentation work and long-term projects, such as updating/creating procedure materials, inventory and fine-tuning of the program processes.

Education/Experience Required

Post-secondary (3-4 year degree)

Min 3-5 years of experience in a position of a Spa Manager or relevant industry

Experience in managing a team of 15-30 people

Microsoft Office and other computer programs training/courses

First Aid Level I and Food Safe Certificates (if does not have, must acquire within 3 months)

Main Skills/Requirements:

The Candidate should demonstrate 3 main abilities:

1. Outstanding interpersonal skills
 - a. Managerial (delegation, communication, leadership, advanced recruitment, HR, nurturing and interested in needs of staff members);
 - b. Customer service (intuitively reads and understands people, enjoys direct interaction with clients, enjoys delivering outstanding service, caring).
2. Ability to generate/ grow income in the spa department (marketing/sales mindset, aims to increase a company's bottom line, constantly looks for marketing ideas, repackages and expands services to increase sales, uses genuine consultative style of sales).
3. Ability to develop top quality service (ability to see the process/service and passion for its improvement, including fixing inefficiencies - finding permanent solutions, collecting clients/team feedback regularly, developing and fine-tuning procedures and training documentation, innovations, and successful change management)
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4. Technical (computer, basic equipment and office): able to creatively use technical leverage and to learn systems: for creation of video /audio procedures, recording testimonials, professionally created docs etc. Can do basic trouble-shooting of computers, printers and other equipment
5. Dedication to healthy lifestyle and making a difference/Attitude: The Candidate needs to have a deep understanding of natural health and to live healthy lifestyle, to love helping people improve their health and to be passionate about it and what he/she does.

Additional essential qualities:

reliability, self-management, attention to detail. Your work will include a lot of collaboration/ negotiations with staff, and process planning and management. The person needs to be able to hold multiple short and long-term projects simultaneously and to work independently.

Duties

1. Classes/Demand Planning and Staff management:
 - organize/ set-up therapists availabilities and classes in the system before each program
 - staff scheduling
 - supervision/assistance to the staff and therapists/instructors to ensure timely and consistent performance
2. Spa Desk Duties/ Client Assistance/Marketing (mostly during programs):
 - spa bookings and payments
 - respond to clients' needs, assist with products purchase and laundry, occasionally guide/ drive to walks
 - troubleshooting – therapist issues, equipment, supplies acquisition, or just extra hands (linens, occasional housekeeping)
3. Program Preparation:
 - order non-grocery supplies (office, guest packages, herbs, spa etc.)
 - update documentation
 - prepare program packages (print binders, prepare labels, gift packages, badges etc.)
4. Inventory Management:
 - ensure linens and other supplies are in excellent care, properly labeled and organized both in the storage and the laundry rooms
 - keep the storage inventory in the top order
5. Operation and Basic Troubleshooting of Office and Other Equipment
 - spa monitors, computers, printer, projector and screen, juicers, colonic machine
6. Hiring and Training
 - hire therapists, class instructors (yoga, meditation, art etc.), support staff, front desk assistants, if expertise sufficient – Program Directors
 - develop training materials and train staff
7. Processes Improvement and Development:
 - continue systemization, automation and testing procedures/ processes at the front desk, support staff, HR, etc.
 - identify and correct inefficiencies in operation processes
8. Income Generation and Promoting Services to the Clients
 - promote current spa services , expanding services and number of therapists, marketing to existing clients (brochures, program extension etc.). Organize a store in the future.

If you meet essential requirements, please fill out a simple questionnaire and attach resume on our company board: <http://www.healthretreat.ca/fresh-start-jobs/>

Additionally, please read a detailed position description here:

<https://healthretreat.box.com/s/is48sahivfjggudkp2cq8rkawlkiptnc>