



POSITION DESCRIPTION: SPA MANAGER

Division/Department: General Spa

Reporting Relationship: Owner

Location of Employer: Tampa, Florida

Job Classification: Management

Employment Status: Full-Time

Pay Structure: Salary + Bonus

Position Objectives: The main objective is to deliver a memorable guest experience and operate a profitable spa.

Additional objectives include the following:

- **Operation** - Oversee all functions of the spa's operations
- **Leadership** – Lead, mentor and manage the spa team according to business standards
- **Budget** – Track against the set spa budget ensuring spa efficiency and profitability
- **Teambuilding** - Recruit, train and retain the professional spa team
- **Finances** - Monitor financials, profits and expenses and provide weekly updates to Owner
- **Branding** - Build a desirable brand alongside the Owner including marketing the spa
- **Equipment/Machinery** – Utilize and maintain the music system, phone, fax machine, computer, copy machine, inventory tracking equipment, credit card machines etc.

Position Activities and Responsibilities:

All to be performed according to the spa program manual.

Spa Team

- Recruit, interview, hire, train, reward, and manage team members
- Communicate the vision and mission of the spa to team members and clients
- Conduct team and management meetings along with daily morning check-in meetings
- Implement, practice, and enforce all policies and procedures according to spa manuals
- Ensure the team is delivering the ultimate spa experience
- Maintains a positive and professional attitude
- Resolve team member conflicts or grievances
- Resolve guest issues
- Set team and individuals targets and goals
- Conduct team performance evaluations
- Maintain all paperwork/documents related to employee status
- Manage and publish team schedules
- Enforce and monitor team image – uniforms, makeup, hair, shoes
- Award and recognize the team



Spa

- Assure daily spa tour check-up analysis report is performed
- Monitor cleanliness of spa and ensure all sanitation and sterilization tools are used and available; assist with all board inspections
- Maintain an inviting and guest friendly retail spa boutique
- Ensure signature spa scent is always present
- Ensure guest refreshments are within the standards
- Verify all spa linen are appropriately cared for and track laundry deliveries
- Monitor physical spa environment and working conditions

Inventory Management

- Manage product purchase orders, receiving process and system
- Sets and achieves goals and targets
- Monitor proper professional product usage
- Assure proper retail mix
- Track retail inventory including performance sellers & non-sellers
- Manage product budget
- Maintain website sales inventory

Spa Financials

- Review overall spa and team performance reports
- Track budget vs. actual and communicate to Owner on a weekly basis
- Calculate payroll
- Track business performance including service and retail
- Identify and correct issues that may prevent increased sales
- Track expenses
- Avoid overspending, stick to the budget
- Discover untapped revenue generator
- Monitor business intelligence
- Communicate financial goals to the team

Operation

- Orientation manual
- Departmental training manual
- Operational guidelines including policies and procedures

Relations

- Communicate and build relations with all spa leaders and team members
- Build community relations including PR and Charitable opportunities



Team Member Education

- Schedule and conduct continuous training sessions
- Conduct team meetings
- Create and publish an educational calendar
- Educate Spa Team on the spa and how to promote it
- Plan and schedule supplier training sessions
- Attend tradeshow

Desired Qualifications:

- Experience in building, developing, leading and managing a spa team
- Management degree
- Computer skills and aptitude for mastering spa software
- Good writing and communication skills
- Flexible schedule and ability to work 40 hours + per week
- Passionate about the spa lifestyle
- Experience in guest services (hospitality and retail highly desired)

Behavioral Characteristics

- Strong guest service orientation
- Strong leadership skills, motivational, and inspirational
- Cheerful, upbeat personality, with leadership style
- Enjoys fostering team environment and mentoring
- Excellent communication skills, good public speaker
- Flexible and cooperative
- Patient and levelheaded
- High personal standards and good self esteem
- Pays attention to detail
- Good organizational skills and follow through
- Able to multi-task and improvise as needed
- High energy with the ability to work in a fast-paced environment
- Good sense of time; prompt and able to meet or exceed deadlines
- Good sense of humor
- Self-motivated, and able to motivate and influence others successfully
- Able to work well under pressure
- Seeks professional growth, knowledge and enjoys teaching others
- Polished appearance and professional image
- Confident and committed to the spa & team
- Positive and self-disciplined with great work ethics