



**Harrison Hot Springs Resort** is currently recruiting for the position of **Spa Manager**.

**About our company:**

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

**POSITION SUMMARY:**

The Manager of the Healing Springs Spa is an integral part of the operation of the Resort that is critical to its success. The Manager is responsible for setting and achieving the Budget for the Spa. The Manager will use the human resources provided within the Resort, will work closely with the Front Office, Food and Beverage, Accounting and the Marketing and Sales teams. The Spa supports the overall objectives of the Resort.

The Spa Manager manages the spa team of aestheticians, massage therapists, receptionists and other support associates. Is responsible for the overall direction, coordination and evaluation of these areas. Carry out supervisory role in accordance with the organization's policies and procedures. Responsibilities include interviewing, hiring, and training associates, planning, assigning and directing work; appraising performance; rewarding and disciplining associates, addressing complaints and resolving problems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Must be a strong leader.
- Ensures that image and grooming standards are reinforced.

- Updates and supervises the spa personnel on established house rules and procedures.
- Ensures that treatment and retail prices are updated in the computer system.
- Reviews the spa revenue report and monitors retail sales using spa computer programs.
- Trains staff to up-sell in order to maximize treatment room utilization and revenue.
- Trains staff to use the Property Management System Powered by Jane Software.
- Orders supplies for professional use and monitors their use.
- Orders retail supplies and monitor the stock and availability.
- Inventories spa retail and professional products at the end of each fiscal month.
- Monitors cleanliness of the spa and pool areas.
- Provides support with administrative and financial duties.
- Ensures that through established procedures, guests are consistently treated with superior customer service.
- Ensures that guest requests are followed up.
- Resolves all guest problems and complaints and reports them to the General Manager.
- Schedules spa receptionists and estheticians according to business volumes in order to maximize service and efficiency of labour costs.
- Prepares reports, statistics, etc.
- Manages Spa Receptionists, Estheticians, and Spa Contractors.
- Strong leadership skills.
- Proven experience in financial planning and interpreting financial statements.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Proven ability to work as both a team member and a team leader.
- Complete all requested additional job related duties which may be assigned.

#### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- Spa Management Courses from a recognized institution.
- Minimum of three years of supervisory experience in a busy Spa environment.
- Esthetics and/or Massage therapy certification is an asset.
- Previous experience in a resort environment preferred.
- Strong understanding of the industry environment and culture.
- Serving it Right certification.
- Occupational First Aid Level III would be an asset.
- Strong background in management.
- Highly motivated and self-directed.
- Extensive customer service, communication, organization and analytical experience.
- Professional attitude and demeanor.
- Ability to present information to groups of guests, associates, managers and suppliers.
- Proven ability to interpret a variety of instructions presented in oral, written, or schedule form.
- Exceptional listening, problem analysis, and problem solving skills.
- Maintain the utmost confidentiality with discretion.
- Strong multi-tasking skills.
- Ability to prioritize and delegate a necessary.
- Previous proven experience with forecast and budgeting.

- Strong computer skills, including Microsoft Office, Property Management System Powered by Jane Software, and Avanti (preferable).
- Work well under pressure, remain calm, have a positive attitude and be a consistent strong team player.
- Ability to create, decipher and understand contracts and other documents.
- Demonstrate sound judgment, tact and diplomacy.
- Effective interpersonal and communication skills both written and verbal in the English language.
- Ability to present information to groups of guests, employees, suppliers and managers of the resort.
- Ability to teach and train others is a valuable asset for this role.
- Ability to write business correspondence, reports, memos and other necessary documents.
- Must be willing to work a flexible schedule, including weekends and evening as required.
- Being multi-lingual is an asset.

Interested, qualified candidates are invited to submit their resume and cover letter to [hshsr@harrisonresort.com](mailto:hshsr@harrisonresort.com) or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at [www.harrisonresort.com](http://www.harrisonresort.com).