



OAK BAY  
BEACH HOTEL

## Spa Manager

## Job Description

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The **Oak Bay Beach Hotel** is Victoria's first full-service luxury hotel with private residences - a property that is without comparison in all of Canada. We understand that providing guests with world-class service in amazing surroundings requires a team of talented and dedicated people who are committed to producing exceptional results every day. Working with moral integrity in a supportive environment, where individual thought and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

You, as a valued **team member** of the Oak Bay Beach Hotel, are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You take the same pride in welcoming and serving a guest of the Hotel as you would someone in your own home and understand that a warm, caring, family environment is only supported by true hospitality professionals who not only understand that “anything is possible”, but also have the creativity to make the impossible happen.

|                        |                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Position Title:        | Spa Manager                                                                                                                                   |
| Level of Commitment:   | Full-time                                                                                                                                     |
| Reports to:            | Hotel Manager                                                                                                                                 |
| Works With:            | Walker Hospitality Group Team: Oak Bay Beach Hotel<br>Executive and Management Team: Sales and Marketing and<br>Food and Beverage Management. |
| External Relationships | Oak Bay Beach Hotel guests, local guests, community,<br>industry leaders.                                                                     |
| Supervisory Resp.:     | All spa services providers                                                                                                                    |

### Scope and Purpose

Working to the core values and operational standards of the Oak Bay Beach Hotel, and as a key member of the hotel Pre-opening Team, the role of Spa Manager is critical to the success of the Boathouse Spa and Baths. This position requires strong, clear and consistent leadership with a focus on guest service and experience, sales and maximization of revenue. The Spa Manager is responsible for the daily leadership of the spa operations.

## **Position Responsibilities and Accountabilities**

- Demonstrate sincere customer focus and true appreciation for the guest experience.
- Develop and implement Spa goals, policies and procedures.
- Responsible for leading the efficient and effective Spa operations including short and long term strategic planning.
- Develop and maintain adequate professional product program.
- Develop and maintain retail product program.
- Maintain establishment and employee professional licences.
- Maintain pricing integrity and Spa standards.
- Produce annual marketing plan in conjunction with the Hotel.
- Assist with the annual public relations program; i.e. calendar of events, media, etc.
- Identify new business and marketing opportunities.
- Promote and sell customized spa programs to conference groups.
- Ensure compliance with Hotel policy and procedures.
- Planning services include food and beverage service and activities and any special requirements or events.
- Promote and sell customized spa programs to conference groups as required.
- Liaise between the hotel front office and sales operational departments; clients and guests for conference groups; and guests as required.
- Manage, train, and motivate all spa employees.
- Perform department annual employee performance development plans.
- Biweekly spa employee schedules and department payroll.
- Maintain thorough knowledge of competitors, including location, product offering, pricing and promotions, and sales techniques.
- Establish and maintain a professional business relationship with all vendors.
- Ensure equipment and physical facility in peak condition including cleanliness and repair.
- Develop, follow and ensure that all safety and emergency policies, procedures and practices and adhered to.
- Participate in the annual budgeting and forecast process.
- Control costs of good purchased, service supplied and labour necessary.
- Attend Hotel communication meetings as necessary.

## **Core Competencies, Characteristics and Qualifications**

- Minimum 5 years proven experience in a management position in a spa.
- Bachelor's degree in Business Administration preferred.
- Experience in a luxury hotel an asset.
- Demonstrated strong leadership, team, and communication skills are essential.
- Proven public speaking capabilities coupled with strong sales and marketing, and event management experience/exposure.
- Ability to analyze and interpret the needs of clients, entertainers and guests and offer appropriate options, solutions and resolutions.
- Proven knowledge of cost analysis, fiscal management, and budgeting techniques, specifically as it relates to convention, theatre and event management,
- Strong personal integrity with an innate desire to work in an ethical manner.
- Demonstrate ability to lead and direct a multi-faceted team, including coaching and mentoring.
- Highly organized, goal and results oriented with ability to execute plans and manage change effectively.

- Strong ability in convention services and event management sales.
- Ability to build and maintain strong relationships; interact and influence at all levels both within and outside the organization including owners, key business partners, entertainers and their representatives, team members and guests.
- Proven ability to achieve goals, multi-task and set priorities based on a constantly changing business environment.
- Effective decision making capabilities demonstrating sound judgment.
- Ability to create a culture of innovation and creativity coinciding with consistent delivery and presentation,
- Highly detail oriented exceptional organizational skills and able to handle multiple priorities under pressure.
- Comprehensive knowledge of set-ups, event space and functionality
- Strong working knowledge of MS Word Suite and a computerized catering program.