

## **Job Description – Spa Supervisor**

Are you interested in taking your career to the next level? Do you thrive in a high energy, positive environment? We are looking for a professional individual committed to excellence to join our amazing spa team.

**Objective** – The Spa Supervisor will oversee the spa coordinators, spa attendants and will lend support when needed with therapists. The Spa Supervisor will also assist the Spa Manager in the day to day operations of the department and oversee all spa operations in the Spa Manager's absence.

### **Requirements:**

- Minimum 2 years of experience in a Supervisory Role
- Minimum 3 years of experience as a therapist (Esthetics or Massage)
- Minimum 2-4 years' customer service experience - preferably in the hospitality industry with retail and cash handling experience.

### **Job Responsibilities:**

- Responsible for training all new front desk staff, and spa attendants and ensuring all job requirements and standards are met directed by the Spa Manager.
- Knowledge of Maestro Spa Software System an asset.
- Proficient with computers including Microsoft Office.
- Effectively resolve guest complaints and communicate with the Spa Manager regarding issues and resolutions.
- Assist the Spa Manger in coaching and evaluating of spa team performance.
- Assist with monthly inventory.
- Maintain all guest supplies and assist in ordering as needed.
- Maintain retail area and check retail stock daily.
- Strong retail skills.
- Answer questions about available services, general property information and amenities for the Oak Bay Beach Hotel.
- Ensure adherence to quality improvement or corrective action plans.
- Ensure cleanliness of all guests' areas.
- May be required to perform spa services when and if needed.
- Stand, sit or walk for an extended period of time.
- Move, lift, carry, push, pull and place objects weighing less than or equal to 10 pounds without assistance.
- Perform other reasonable job duties as requested by the Spa Manger.
- Excellent oral and communication skills.

- Dependable with the ability to work a flexible schedule including overtime nights, weekends and holidays.
- Ability to work under pressure in a fast paced environment.
- Current CPR & First Aid an asset.

**Job Level:** Supervisory

**Schedule:** Full-time, Permanent

- Includes weekends and all statutory holidays

**Reports to:** Spa Manager



OAK BAY  
BEACH HOTEL