

Calistoga Spa Hot Springs

1. Job Title:	Spa Manager
2. Department:	Spa
3. Reports to:	General Manager
4. Supervises:	All Spa personnel
5. Exemption Status:	Non-exempt
6. Job Summary:	The Spa Manager is responsible for the activities and day-to-day operations of the Calistoga Spa Hot Spring Bath House. Responsibilities include and not limited to revenue generation, expense and payroll management, daily spa operations and primary oversight of the spa facility. The Spa Manager works in unison with the Calistoga Spa Hot Springs (CSHS) management team to ensure financial, guest experience and team member goals are achieved.

REQUIREMENTS

The Spa Manager must meet the following essential requirements:

- **Education:** High School diploma or equivalent. Documented Massage education and experience is required.
- **Language Skills:** Bilingual proficiency, English and Spanish, is preferred but not required.
- **Work Experience:** Must possess ability to lead a department of up to twenty team members. Previous experience in Spa training, developing, motivating and managing a multi-cultural staff of all ages and levels of expertise.
- **Transportation & Travel:** Access to a personal automobile during business hours. Maintain a current California driver's license and automobile liability insurance. Maintains a safe driving record. Available for occasional travel within the local area for the purpose of continuing education and training programs.
- **Equipment Skills:** Knowledgeable of computer word processing programs, excel, hotel software systems and database management systems. Able to use calculators, multi-button telephone system and general office equipment. Knowledgeable in operation of portable and hydraulic massage tables.
- **Personal Characteristics:** Ability to communicate effectively with all CSHS guests, team members and management. Demonstrates integrity, leadership and personal responsibility. Demonstrates ability to resolve problems quickly.

- Professional demeanor and attire. Good initiative and work habits. Good mathematical and clerical skills.
- Safety and Health Knowledge: Knowledgeable of OSHA regulations and equal opportunity laws. Follows and supports the CSHS Security program, Illness & Prevention program and Hazard Communication Program as applicable to all property operations.
- ADA Knowledge: Knowledgeable on laws and regulations regarding accommodating disabled employees and/or guests.
- Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Other Skills required:
 - Organizational Skills
 - Good Judgmental Skills
 - Interpersonal Skills
 - Administrative Skills
 - Multi-tasked
 - Managerial Skills

PHYSICAL REQUIREMENTS

- Able to safely lift 40 pounds.
- Able to walk, bend, stoop, reach, kneel and squat for the purpose completing the duties of Spa Manager, assist with guest and employee evacuations and performing other emergency procedures.
- Able to climb and descend stairs.
- Able to drive an automobile.

POTENTIAL CONTACT WITH HAZARDOUS MATERIALS

The Spa Manager has contact with potentially hazardous materials, including general cleaning agents, landscape chemicals, office chemicals and related chemicals used in hotels and spas. For additional information see the company's Hazardous Materials Communication Program.

OVERVIEW OF RESPONSIBILITIES

The Spa Manager has the following responsibilities all of which are essential functions of the position:

- Adhere to ALL company policies and procedures. Use company policies as they relate to employee relations, customer service and vendors.

- Represent the business with enthusiasm, professionalism, businesslike appearance and demeanor to all hotel guests, clients, prospective clients and the community.
- Maintain the confidentiality of proprietary company information, including hotel and spa performance, agreements with clients, prospective business, financial information and employee personal and salary information throughout and after employment by the company.
- Participate in company sponsored and job-oriented training and continuing education programs.
- Actively participate in staff meetings as directed by supervisors or management
- Maintain a strong results-oriented work ethic and work in an organized manner.
- Use time efficiently and effectively to minimize waste of supplies and resources.
- Maintain a proper attendance record. Arrive to work on or before scheduled start time. Take breaks and lunches for the appropriate time and at the time scheduled.
- Maintain good working relationships with ALL employees. Provide direct feedback of employee suggestions to Management and Owners.
- Develop and implement approved policies and procedures for spa services. Make recommendations for improved services.
- Hiring spa staff. Conduct interviews, call references and submit hiring recommendations to the General Manager for final approval.
- Orient and lead training of all new and existing massage and spa staff.
- Monitor operations to ensure compliance with applicable health, safety, or hygiene standards.
- Prepare weekly and daily schedules for all spa attendants and massage therapists based on forecasted business assumptions.
- Achieve company goals by maintaining optimal staffing for massage and spa staff. Assess work priorities for good use of time and personal productivity.
- Provide written communication to massage and spa staff regarding pertinent information, reminders, etc. Also provide written communication to Front Desk staff referring to any spa/massage changes and/or pertinent information.
- Report serious personnel or scheduling problems to the General Manager

- Be knowledgeable of hotel and spa safety, security and emergency procedures. Enforce departmental policies and procedures described in the Hazard Communication Program, Illness and Prevention Program and General Safety Plan.
- Be knowledgeable of spa services, amenities, booking policies. Have general knowledge of hotel features, amenities and booking policies.
- Be knowledgeable of the hotel's spa rates as they apply to the date of check in. Follow the hotel's rate management policies and procedures.
- Provide prompt, courteous and personable customer service whether in person or on the telephone.
- Maximize hotel and spa revenue by providing extraordinary service and building repeat and referral business.

DUTIES

The Spa Manager performs the following duties which are essential functions of the position:

- Maintain neat and orderly office work areas.
- Attend or conduct staff meetings as directed by the General Manager.
- Thoroughly implement company safety and security policies and procedures.
- Maintain confidentiality of all employee records and company information.
- Create future schedules for all spa attendants and massage therapists.
- Listen and respond to customer complaints/concerns in person, in writing or by telephone.
- Enforce employee guidelines. Discuss any disciplinary issues with staff in writing and copy for the employee files. Reporting serious personnel or scheduling problems to the General Manager.
- Conduct monthly supply inventory and maintain adequate inventories of spa supplies. Order peat moss and fire clay as needed.
- Supervise care of the volcanic ash. (Covered, weeds, level, etc.)
- Collect, organize and distribute staff tips daily.

- Check in daily with the Office Manager to clarify any questions regarding schedule changes, staff information and work permit expiration dates or regulations.
- Remind staff to get work permits. Complete the employer section. Stay in communication until final permit is signed and delivered.
- Manage by “walking around”. Ensure spa staff is focused on providing excellent guest satisfaction.
- Report any items in need of repair to maintenance.
- Report any guest or employee related injuries to the General Manager. Complete Worker’s Comp forms (Employee) or Incident Report (Guest). Note any conversation that may occur pertaining to injury or incident.
- Distribute spa uniform shirts (white polo or t-shirts) to massage and spa staff as due or needed. Maintain proper par stock for replacement.
- Maintain time off and “X” day calendars. Distribute time off calendar for the previous month to Office Manager after completion.
- Answer questions from staff and guests regarding massage and massage therapists.
- Monitor daily spa schedule and copy, ensuring both are complete and accurate. Keep in communication with front desk staff staying abreast of developments and problems that may arise.
- Monitor spa schedules (next day, next week, and next month, etc.) to achieve optimal business.
- Prepare recommendations for wage review. Complete and discuss performance appraisal forms with spa staff.
- Perform spa attendant duties as needed.
- Refer to the Employee Handbook and updated departmental manuals.

ADDITIONAL DUTIES

- The aforementioned responsibilities and duties are not to be considered by the employee as all-inclusive. The employee may be required from time to time to execute tasks other than those duties specially defined above. Should the employee be asked to perform such a job, the employee will comply with the request and do so to the best of his/her abilities. The employee furthermore acknowledges and agrees that the language contained in this job description shall not be interpreted or understood by the employee to create a contract of employment for a fixed time or on special terms. Continued employment with the company is AT-WILL and in the sole discretion of the company

FAIR EMPLOYMENT POLICY

Calistoga Spa Hot Springs is an equal-opportunity employer. Applicants for employment and employees are provided with equal opportunity without regard to race, national origin, religion, age, gender, physical or mental disability, veteran status or sexual orientation. Equal employment decisions are extended to all persons in all respects of the employment relationship, including, but not limited to, recruitment, hiring, promotion or demotion, training, layoff, recall, transfer, work assignment, rate of pay or other compensation, disciplinary action and termination.

ACCOMMODATION: Upon review of this job description and requirements:

I do not need accommodation to perform the essential functions of this job.

I need the following accommodations in order to perform the essential functions of this job:

I am unable to perform the essential functions of this job even with accommodations:

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ACKNOWLEDGEMENT

I have read and understand my Position Description and I agree to accept the responsibilities and perform the duties described.

Agreed, _____
Employee

Date