

POSITION DESCRIPTION

JOB TITLE: Spa Supervisor

DEPARTMENT: Spa

REPORTS TO: Spa Director

ESSENTIAL PURPOSE: To assist in managing the operations of the Spa area to ensure luxury resort quality programs, facilities, and services.

ESSENTIAL DUTIES:

- To train, schedule, and support employees directly accountable to his/her position, to maintain highest possible levels of employee morale and department productivity.
- To support the development, organization, and implementation of all Spa programs.
- To support the operation of the Spa.
- To maintain an adequate inventory of high quality merchandise and professional products for the Spa in order to meet business demands.
- To conduct monthly inventory counts and to account for any discrepancies.
- To maintain effective relationships with all vendors.
- To schedule training with vendors to ensure continuing education on services offered.
- To effectively oversee the tracking of guest response to marketing efforts as well as collection of guest comment cards.
- To oversee the collection and input of guest data (e.g., e-mail addresses and guest contact information) to continue to build Aquaterra database.
- To follow gift certificate procedures to effectively sell, redeem and log all gift certificates.
- To ensure the cleanliness and restocking of amenities for men's and women's lounge areas.
- To work with housekeeping to maintain the stock of clean linen and the removal of dirty linen, robes, sandals, etc.

- To ensure staff is trained and aware of all upcoming promotions and specials and to clearly communicate same to guests.
- To input all products ordered and received in Spa Soft inventory.
- To hold all staff members accountable for opening and closing procedures.
- To participate in Safety Committee Meetings and training.
- To monitor staff retail sales and discounts given.
- To monitor and track attendance through Time Saver.
- To contract all group business 2 weeks prior to program.
- To assist meeting planners in the booking and billing of group appointments.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all Spa staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To ensure departmental safety training for all new Spa employees, before they begin to work.
- To ensure proper handling, storage, and labeling of all hazardous chemicals used by Spa employees, in accordance with state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Must have extensive background in Spa, including minimum five years in similar position at club or resort of comparable quality. Must have familiarity with retail operations, marketing and group recreation. Valid California driver's license required. Proof of personal automobile insurance coverage required. Current CPR certification preferred. Previous hotel/resort experience preferred.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity.

WORKING ENVIRONMENT: Works primarily indoors in temperature-controlled, clean, and well-lighted office and shop.

PHYSICAL DEMANDS: Stands/walks approximately 30% of shift. Sits at desk or in meetings approximately 70% of shift. Requires constant interaction with all types of people. Requires high level of energy. Must be flexible to work long, sometimes irregular hours. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact profitability of the Spa, and the quality of hotel guest service. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional behavior, lack of market knowledge, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____