

POSITION DESCRIPTION

JOB TITLE: Assistant Spa Manager (Full-Time)

DEPARTMENT: Spa

REPORTS TO: Spa Director; Assistant General Manager

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

ESSENTIAL DUTIES:

- To hire, train, schedule, support, review, discipline and terminate employees directly accountable to his/her position in order to maintain the highest possible level of employee morale and department productivity.
- To maintain current performance reviews for staff.
- To maintain an adequate inventory of high quality merchandise for the retail shop and the Spa in order to meet business demands.
- To continually monitor and control departmental expenditures to ensure meeting operational standards while maintaining annual budget.
- To annually put out to bid all major vendor supplies needed for departmental operations.
- To participate in Rancho Bernardo Inn's safety program, group evaluation, and staff meeting and to attend hotel functions as directed.
- To follow all specified procedures to correctly handle cash.
- To properly document Personnel/Payroll transactions, as directed, for processing in the Personnel office.
- To provide accurate reporting of business levels, labor, sales, commissions and other reports, as needed.

- To build relationships with management of neighborhood country clubs, hotels without spas, wedding planners, etc. informing them of spa promotions and building business through their clients and members.
- To manage group spa business.
- To assist the Front Desk, as needed.
- To create and manage staff schedules.
- To assist in keeping retail inventory accurate.
- 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 departmental safety training for all new Spa employees, before they begin to work.
- To conduct regular departmental operations meetings, including safety meetings.
- To ensure proper handling, storage, and labeling of all hazardous chemicals used by the 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: Bachelor's degree and license in Esthetics and Certified Massage Therapist preferred. Must have CPR certification. English fluency required. Must have minimum 8 years experience in spa related industry, including 2 years experience in supervisory position. Must be computer literate in Word, Excel, or Lotus. Familiar with OSHA, SB 198, local Department of Health regulations, and relevant current laws governing handling of hazardous substance. Valid California driver's license required. Proof of personal automobile insurance coverage required. Hotel or resort experience preferred.

SKILLS AND APTITUDES: Safety-minded. High quality standards for production and service. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors and outdoors throughout shift.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Requires upper body strength and stamina to perform routine job tasks. Frequently required to handle and move objects weighing up to 30 lbs. over short distances. Reaches and lifts to perform routine job tasks. Must be able to tolerate heat for extended periods of time.

IMPACT OF DECISION: Decisions directly impact customer service and departmental profitability. Poor conditions may result in loss of revenue, due to unprofessional behavior, unsafe work practices, or improperly handled customer 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.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

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: _____

Supervisor signature
Date: _____