

Job Description

Position: Spa Shift Supervisor

Reports to: Spa Director

Purpose of the Position:

- To provide floor level supervision and support to a team of Spa Therapists while also regularly performing Spa Services

Key Objective # 1

To lead by example and provide a high quality of service and rate excellent on guest surveys

Typical Activities

- To be polite and professional at all times
- To be knowledgeable in all treatments that Ste. Anne's offers
- To greet all guests and maintain eye contact when speaking with them
- To be knowledgeable about the property and surrounding area
- To appear for work according to the dress code policy

Key Objective #2

To ensure smooth daily operations in the spa department

Typical Activities

- Prepare the day for the arriving therapists before 8:30 am
- Check staff schedules, and identify any potential issues (eg. gender requests, mobility issues)
- Assist therapists who may be running behind with room set up, clean up etc.
- Assigning tasks to the spa therapists during any downtime as it occurs
- Monitor hallways to ensure staff are being productive and guests are able to enjoy a quiet spa experience.

Key Objective #3

Monitor treatment rooms for equipment maintenance, décor, and cleanliness

Typical Activities

- Perform weekly inspections of all spa equipment to ensure it is in good repair
- Monitor room cleanliness and identify issues weekly
- Make recommendations for changes and updates monthly or as required

Key Objective # 4

Become the lead in-house trainer for Ste. Anne's Skin Nourishment Product Line

Typical Activities

- Learn the Skin Nourishment product line inside out, including attending all training sessions
- Organize all SN training for new and existing staff or as updates are required for new products monthly
- Be the go-to person for frontline and spa staff for questions or concerns related to the line

Key Objective # 5

Assist Spa Director with Coaching and Performance Reviews

Typical Activities

- Perform therapist assessments when requested
- Assist with therapist coaching when necessary
- Provide additional insight on Therapists performance for consideration

Note: Spa Shift Supervisor will also be expected to perform any other duties as assigned by the Spa Director, Spa Manager or Owner.

Direct Reports:

- None

Indirect Reports:

- Spa Therapists
- Spa Attendants

Relationships with:

- Spa Director
- Spa Manager
- Spa Administrator
- Spa Therapists
- Spa Attendants

Education:

- The candidate must have post-secondary training as an Esthetician or Massage Therapist

Training:

- Customer Service Training
- Maestro Spa Software Training

Experience:

- Minimum of 5 years' combined experience in a luxury resort or cruise ship setting
- Minimum of 5 years' experience as an Esthetician or Massage Therapist

Decision Making Authority

- Reduction of schedule
- Calling staff in to work

Problem Solving Authority

- Responsible for solving staff and guest concerns and/or forwarding to the appropriate area and follow up.