Spa Coordinator
Job Description

Job Title: Spa Coordinator
Department: Activities Center
Reports to: Club Manager
Position Status: Full Time / Year Round
FLSA Status: Exempt Salary Position
Supervises: Seasonal Spa Front Desk Staff

JOB SUMMARY: The Spa Coordinator for The Loxahatchee Club must pay attention to every detail to create an environment of tranquil harmony for our members and guests. The leader of the day to day operation, who works with the independent contractors to see that schedules are maintained, appointments are scheduled, calls returned and members billed accurately. The Spa Coordinator manages the Activities Center retail outlet, charging members for purchases, replenishing inventory and inventory control. Cleanliness and organization is a crucial part of proper Spa management; working in cooperation with housekeeping and maintenance, the Spa Coordinator maintains the Activities Center, Tennis and Pool area to the highest of standards to ensure our members and guests are provided with “The Loxahatchee Experience”. The Spa coordinator is responsible to communicate all matters of concern to the Club Manager.

EDUCATION AND EXPERIENCE: College graduate with prior Spa/Resort experience preferred. Knowledgeable and experienced in the Club Spa atmosphere preferred. Working knowledge of Spa services and amenities helpful. A working knowledge of retail management, Jonas or similar point of sale terminal systems necessary. Microsoft Office proficient required.

PRIMARY DUTIES:

1. Maintain a professional presence on the Spa front desk – answering the phone and coordinating appointments for massage, treatments, classes and personal training in a polite and helpful manner. Work with independent contractors to ensure appointments are kept and billed properly.

2. Acts as the ambassador of the Spa greeting and welcoming all visitors. Ensure each visitor is acclimated to the standards of spa use, and signs a liability waiver. Supervise/assist Staff with morning setup and closing duties.

3. Responsible to maintain all stations, rooms and spa areas; ensuring cleanliness/sanitation, stations organized and well stocked, all items put away at the end of the day. Responsible for meeting all Board of Health requirements.

4. Monitors the entire facility with thorough walkthroughs at opening and every two hours until end of day. This must include all Activities Center, Pool and Tennis facilities.

5. Maintains the soothing atmosphere of the Spa. Ensure music is playing softly in the building (except off the Massage hallway).
6. Organize/plan daily setup and close. Checking umbrellas and lounge chairs in the pool area for proper placement, checking Tennis courts to straighten chairs under awnings and ensure there are at least two chairs available on the 3rd court.

7. Continually monitors fitness and locker room areas for cleanliness. Clean the Spa Slippers as needed with sandal spray cleaner & restock when dry. Clean the Fitness Room, per the schedule and before leaving each day to ensuring quality and presentation procedures are continually followed.

8. Daily management of the Retail Outlet to present an inviting area for members and guests to shop. Discuss items of interest with members and guests encouraging them to browse and purchase. Process all sales in Jonas POS accurately and timely. 9. Completes monthly F&B inventories.

10. Monitor and execute proper Jonas setup and training; ensuring Jonas is properly closed and paperwork submitted to accounting at the end of each shift.

11. Maintains and stocks the Coffee Bar at opening and as needed to ensure member satisfaction. Assists Club Manager with ordering supplies as needed.

12. **Financial** - Control ongoing service and product management to ensure profitability, implement full Spa product and service purchasing standards and ensure compliance, administer staff and member scheduling for maximum revenue generation and profitability.

13. **Marketing** - Develop the Spa’s marketing strategy and ensure a consistent image is being portrayed. Be proactive in developing publicity opportunities though effective communication and use of Club media outlets. Maintain and update all necessary internal and external signage.

14. **Customer Service** - Anticipate, identify and ensure member/guest needs are being met in the very best possible way. Develop and deliver credible, competitive, value-plus services to our members/guests.

15. **Planning** - Create and maintain Staff Contacts, ensuring accuracy and compliance. Perform Staff evaluation reports with action plans, effectively administer and monitor Staff scheduling procedures and demonstrate an exceptional level of professionalism for the Staff to emulate. Create a motivating environment of sincerity, warmth and fun for all members, guests and staff.

16. **Operations** – Maintain an up to date version of the Spa procedures Manual and ensure compliance; updating as needed. Develop and maintain Spa literature, documentation and process handling requirements. Ensure equipment is maintained in good working order. Maintain professional relationships with suppliers, providers and management. Ensure stock and cash items are kept secured to minimize/eliminate losses. Implement a clearly established opening and closing procedure. Manage Spa inventories effectively, follow purchasing standards; ensure compliance.

17. Effectively and efficiently communicate all member/guest questions and/or complaints to Club Manager.

18. Assist in any other areas as directed by the Club Manager.
**PHYSICAL REQUIREMENTS:**

1. Able to lift up to 50 lbs floor to waist and overhead without assistance and able to assist other team members in lifting items >50 lbs.

2. Able to stand, walk and work long hours between rest periods.

3. Able to reach, bend, climb, grasp, kneel, push, pull, and twist as needed.

4. Must speak, read and write English in a clear and concise manner.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

After reading the above job description, I have complete confidence that I am experienced and fully capable to complete the required and expected job responsibilities.

Signature: ___________________________  Date: __________

Print Name: ___________________________