

## Overview:

Assist in the organization, coordination, and implementation of the Spa for the members of Mountaintop in Cashiers, NC.

## Responsibilities:

- Establish Operating Criteria for the Spa.
- Develop Standards of Operation for the Spa and Ladies Parlor.
- Develop an ongoing training program for new employees.
- Develop Spa Rules and Regulations as it relates to the member's use of the facilities.
- Oversee the design, purchase, and installation of all treatment FF&E.
- Develop the menu of services provided by the Spa.
- Determine rate structure for all Spa services.
- Source vendors and contract service providers to support the menu of services.
- Opening and Closing procedures for each position supervised in the Spa.
- Daily/Weekly job responsibilities developed for all positions in the Spa.
- Job Descriptions developed for all positions in the Spa.
- Weekly scheduling of all spa employees and contract service providers.
- Maintain spa point of sale system to accurately track member charges.
- Annual budget/pro-formas developed for the Spa.
- Handle personnel problems as they arise in the Spa dept.
- Handle member problems and complaints as professionally as possible or refer to club manager for discussion.
- Evaluate employees introductory and annual performance reviews.
- Inventory and cost all supplies monthly.
- Maintain adequate amount of service supplies.
- Interview prospective employees and supervisory staff.
- Attend all relevant operational meetings.
- Conduct weekly meetings with line staff and supervisory staff.
- Complete daily, weekly and monthly reports as required.
- Support the Club Operating Standards.
- Assist with any special projects as assigned by the General Manager.
- Communicate on a daily basis with the General Manager to ensure a coordinated effort at providing year-round quality clubhouse experience for members and guests.

## Qualifications:

- Minimum of three years experience in club/resort/hotel services.
- Must be able to stay organized and work independently.
- Ability to set priorities and adapt to changing conditions.
- Excellent communication skills.
- Computer literate.
- Previous Spa Management experience preferred.

Job Type: Full-time

Salary: \$75,000.00 /year

Location: Cashiers, NC

Resumes can be sent to [spa@mountaintopgolfclub.com](mailto:spa@mountaintopgolfclub.com) or call 828-743-4755

