



At Long Beach Lodge Resort, we are committed to excellence with both guests and staff alike. Our mission is to meet and exceed the expectations of all our valued guests, and our employees are our single most important asset to make that happen. We offer a stimulating and supportive work environment, excellent wages, benefits, training, and opportunities for all employees, and are located on Cox Bay, renowned for excellent surfing.

Company Description

Welcome to Long Beach Lodge Resort, Tofino's Luxury Boutique Hotel. Your adventure resort with world-class cuisine and oceanfront accommodations on Cox Bay Beach. Choose from 42 Lodge rooms and 20 Cottages located steps from the sand, just 7km south of downtown Tofino. Experience the natural beauty, exceptional amenities, and personalized service in a Pacific paradise!

Job Description

As the Spa Manager with Long Beach Lodge Resort, you will be responsible for the overall management of the Spa. Your passion for west coast hospitality will provide our guests with the relaxation and comfort they expect while provide a satisfying and enjoyable atmosphere for our team members to grow and develop their skills. Your strong leadership capabilities and dedication to training and development will result in professional RMT's and Body Practitioners of the highest caliber. The full-time schedule includes daytime shifts on weekdays, weekends, and holidays. The desired start date for the position is October 17,2024.

Perks and Benefits:

- Exclusive Employee and Friends & Family Discounts on room rates
- Food & Beverage Discount Program with 50% off in The Great Room and Sand Bar, 20% off at the Surf Club and Spa retail discounts
- Opportunity to develop your talent and grow within the company
- Complimentary staff meal on Wednesdays
- Extended healthcare benefits
- Staff housing available for the right candidate
- Annual salary of \$55,000

Duties and Responsibilities:

- Ensuring the highest level of service by exceeding guest expectations to build loyalty
- Day-to-day spa operation
- Reception- Booking appointments, checking guest's in and out, taking payment and answering calls and emails.
- Responsible for coaching, developing, and performance management of the Spa Team, mentoring the team including performance reviews
- All HR related to department including interviewing, hiring and training employees
- Monitor labour in accordance with business levels
- Monitor and motivate team to ensure high levels of productivity
- Ensure optimal and efficient scheduling
- Monitor the appearance, standards, and performance of the Spa Department with an emphasis on training and teamwork
- Enforcing internal policies and procedures to ensure the safety of the clients and also the employees
- Establish and maintain a good working relationship between the resort and suppliers, affiliated agencies and their representatives
- Order supplies as needed
- Ensure the spa building inside and out looks presentable and well maintained
- Full understanding and maintain spa booking system Jane app
- Accountability of transactions; assist in liaising with the Accounting Department to ensure all transactions are correct
- Ensure that the operational budget for the spa is adhered to, and all costs are controlled
- Stay current on industry/competitive trends and make recommendations for improvements
- Ensure that all employees are practicing health and safe work practices, are aware of our green commitments and emergency procedures
- Support for other operating departments and guest activities/assistance as needed
- Strong and effective communication with all other departments; partnering to ensure property-wide service standards for our guests.
- Communicate with department heads to ensure smooth operations
- Attendance at Department Head Meetings
- Extra projects from time to time
- Communicate regularly with General Manager on, but not limited to, status of all projects, sales updates, training information and financials.
- Perform any other reasonable duties/requests as assigned
- Generally promoting and representing the lodge
- Maintain a clean and neat work environment at all times, ensuring all equipment is in safe working order
- Assist guests regarding hotel facilities in an informative and helpful way
- Follow departmental, health and safety, and emergency policies and procedures

Qualifications

- Previous spa experience
- Minimum 2 years' experience in hotel or resort, management experience as asset
- Dynamic, enthusiastic and innovative leader who thrives under pressure
- Must have refined, concise and professional verbal and written communication skills
- Computer literacy is imperative including Microsoft Office
- Attention to detail
- Strong interpersonal, problem solving and critical thinking abilities
- Highly responsible & reliable
- Ability to focus attention on guest needs, remaining calm and courteous at all time

Physical Aspects of Position (include but are not limited to): Frequent standing, walking, ascending and descending stairs. Frequent bending and kneeling. Occasional pushing, pulling, lifting, and carrying up to 20lbs.

How to apply

We invite you to send your resume and cover letter detailing your enthusiasm and availability to trevor@longbeachlodgeresort.com or lindsay@longbeachlodgeresort.com