



Spa Manager

About Wahous Wilderness Lodge

Located on traditional Ahousaht territory, Wahous Wilderness Lodge offers a unique blend of luxury and adventure nestled in the heart of Clayoquot Sound. Our lodge features 16 premium guest rooms, a sophisticated lounge and restaurant, spa facilities, eco-tour activities, and a one-of-a-kind longhouse. Beyond our seasonal eco-tourism activities (May to October), we also host transformative healing and wellness programs for youth and adults.

About MHEI

MHEI is dedicated to fostering economic development that benefits the Ƨaḥuusʔaṭḥ musčim. We adhere to the principles of transparency, equity, and accountability while upholding our core values: lisʔakstaḷ (respecting one another), Haahupstaḷ (teaching one another), Yaʔakstaḷ (caring for one another), and Huupiiḷ'aḷ (helping one another).

What You'll Do

The **Spa Manager** will oversee spa operations, provide high-quality treatments, and lead the delivery of a premium wellness experience. The ideal candidate brings **previous experience managing a spa or wellness department**, preferably within a lodge, resort, or boutique hospitality setting.

This is an **onsite role and seasonal role** suited for someone who thrives in a peaceful, remote environment and is passionate about creating meaningful, culturally respectful wellness experiences.

Key Responsibilities

1. Spa Operations & Leadership

- Oversee all daily spa operations, including scheduling, treatment flow, and guest experience.

- Provide direct spa services (massage, facials, body treatments, or other modalities depending on certification).
- Uphold and elevate spa service standards, ensuring all guests receive exceptional care.
- Maintain spa cleanliness, ambience, and readiness according to established SOPs.

2. Team Management

- Recruit, train, supervise, and support seasonal spa staff or contract practitioners.
- Conduct performance check-ins and provide ongoing coaching.
- Maintain a calm, professional, and culturally respectful spa environment.

3. Inventory & Administration

- Manage inventory of spa products, linens, oils, and equipment.
- Ensure proper storage, handling, and usage of all spa materials.
- Track product usage and place orders as needed.
- Maintain accurate records, logs, and scheduling systems.

4. Guest Experience & Wellness Programming

- Warmly welcome guests, explain treatment offerings, and tailor experiences based on their preferences.
- Support lodge wellness programming, such as sauna sessions, guided relaxation, or special offerings.
- Assist in planning seasonal wellness packages, promotions, or special events.

5. Collaboration

- Work closely with the lodge leadership team to coordinate schedules and guest flow.
- Communicate special requests or guest needs in a timely, professional manner

What You Bring

Qualifications

- **Minimum 2–3 years of experience managing a spa, wellness centre, or treatment team** in a hospitality environment.
- Certification in massage therapy, esthetics, or another wellness modality (RMT is an asset but not required).
- Experience creating treatment menus, SOPs, or wellness offerings is an asset.
- Warm, professional, and guest-centered service approach.
- Strong leadership and communication skills.
- Excellent organizational, scheduling, and time-management skills.
- High attention to hygiene, safety, and treatment quality.
- Ability to remain calm, grounded, and focused in a serene wellness environment.

- OFA 3 / Advanced First Aid certification is an asset.

Physical Requirements

- Ability to work in a fast-paced lodge environment.
- Capable of standing for long periods and lifting up to 50 pounds.
- Ability to work weekends, holidays, and extended hours during peak season.
- Onsite role at Wahous Wilderness Lodge; must be comfortable living and working in a remote location with boat access only.

What We Offer

- Competitive salary based on experience; \$60,000 to \$75,000
- Two (2) weeks vacation to start.
- Potential for performance based bonus.
- On-site accommodation with meals included.
- A diverse and engaging work environment.
- High level of responsibility and autonomy.
- Opportunities for professional growth and learning.

How to Apply

Send your resume and cover letter to sarah@mhssahousaht.ca

In your cover letter, tell us what makes you the perfect fit for this role and why you're excited to join the Wahous Wilderness Lodge team.

The Spa Manager will be based in Quait Bay.

We are committed to creating a diverse workplace community. If you require accommodation during the selection process, please contact us. Only applicants selected for an interview will be contacted.

Elevate your career and be part of something extraordinary at Wahous Wilderness Lodge!