

Spa Coordinator

Join our team at Brentwood Bay Resort.

About us.

Brentwood Bay Resort is a luxury boutique property that is unlike any other hotel or resort in the Greater Victoria area. We believe in doing more than serving delicious meals, providing relaxing spa treatments, and welcoming guests to our beautiful oceanfront suites. We believe in providing a truly special guest experience and supporting our team members to discover their unique contribution and empower them to deliver it!

About the job.

This Position is an independent, collaborative, and trusted role, responsible for the Spa in the absence of the Spa Manager and Supervisor. This is the position where all information and all people flow to and from concerning logistical operations (opening, closing, cleanliness, greeting and orienting guests) of the Spa. This role essentially ensures that business is smooth, mindful, friendly, graceful and that the Spa is pristine, flowing with good energy.

About you.

- A professional + warm presence with a proven aptitude for managing “people flow” with an air of effortless
- A graceful being + a mindful approach to life understanding that you set the tone for the entire spa experience in this bookend position
- Confidence + calmness in every interaction - people feel like they’re in capable hands with you
- A guest-centric approach in your work to help team members make the Spa experience a consistently ideal one
- Effective, efficient, and professional communication skills
- Excellent + resourceful decision-making skills paired with a love of checking in on the little things that you know make the difference
- Proficient in Microsoft Office and previous experience with booking software an asset
- Minimum six months experience in a reception, customer services, office administration or sales position
- Availability to work a flexible schedule including weekends and holidays.

What we offer.

- A competitive hourly rate
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance
- *50% off at the Brentwood Bay Pub*
- *50% off at the Arbutus Room*
- *50% off Spa Treatments at the Brentwood Bay Spa*
- *FREE paddle sport rentals at the Brentwood Bay Marina*
- *Friends and Family discounts on hotel rooms*
- Employee referral program (cash bonus for successful candidates)
- Personal and professional development opportunities
- A beautiful location and work setting
- A team that is focused on mindfulness in work and life
- A place you actually want to come to work

How to apply?

Please send your cover letter and resume to Josh Norman, Human Resources Manager at hr@brentwoodbayresort.com. Let us know what position you are applying for by using "Spa Coordinator" as the subject line.