

# Spa Supervisor

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** ensures the smooth day-to-day operations of the spa, by supporting their colleagues, clients, and the Spa Manager. This role leads by example demonstrating standards in cleanliness, teamwork, and guest service. This role also holds staff accountable for their work and promotes personal empowerment. This role acts as trusted point of contact for their team and other departments.

# About you.

- A professional + warm presence with a proven aptitude for managing “people flow” with an air of effortlessness
- 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 two years experience in a reception, customer service, office administration or sales position
- Previous supervisory experience an asset
- Availability to work a flexible schedule including weekends and holidays

# What we offer.

- A competitive hourly rate; starting at \$19.00 hourly based on experience
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance

## Employee perks that include:

- *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](mailto:hr@brentwoodbayresort.com). Let us know what position you are applying for by using "Spa Supervisor" as the subject line.