

# Spa Manager

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** oversees our luxurious Spa and works alongside the Spa Supervisor to ensure smooth day-to-day operations. The Spa Manager uses strategic planning and problem solving to address departmental operating concerns, while setting the service level standard by leading the team in promoting wellness throughout the guest's experience. This role also holds their team accountable for their work and promotes personal empowerment.

# 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 two years experience in a reception, customer service, office administration or sales position
- Minimum two years experience leading a team
- Availability to work a flexible schedule including weekends and holidays

# What we offer.

- A competitive salary; \$55k-\$60k annually based on experience
- \$1000 signing bonus after 90 days of employment
- Work-life balance and four weeks’ paid vacation
- Management meal included each shift in our Arbutus Room or Brentwood Bay Pub
- Twelve complimentary spa treatments at the Brentwood Bay Spa annually
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, long term disability, 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 Manager" as the subject line.