



SPA FRONT DESK COORDINATOR

We are looking for service oriented, organized team players with exceptional people skills to join our spa team in this upscale boutique property. As a Spa Front Desk Coordinator you will be responsible for ensuring that guests of the spa receive a seamless and memorable experience; ensuring consistency of guest contact and follow up; educating guests on appropriate home-care recommendations; achieving sales goals, and spa business objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Participate in effective, comprehensive and ongoing training programs for treatment procedures and product knowledge
- Handle client calls and inquiries, facilitate guests checking in/out of spa, assist with retail sales
- Ensuring all appointments are booked appropriately to maximize facility and staff utilization
- Follow schedule for routine inspection and preventative maintenance of all spa equipment to ensure the safety and security of guests and staff
- Follow processes and timelines for inventory controls for all spa, salon and fitness supplies and retail items
- Responsible for review of daily scheduling with Spa Administrator
- Stay current with industry trends, participate in spa related educational activities
- A variety of shifts will be available; must be willing to work early and/or late hours in order to comply with operating times of the spa (seven days/week, including all holidays)
- Will be required to perform miscellaneous tasks during downtime such as cleaning and restocking spa common areas, laundry and other related duties
- Participate in program of promotional and educational events both internally for staff and externally for guests
- Maintain a workplace culture that places priority on exceptional guest service and employee satisfaction
- Develop and maintain effective and productive working relationships with all other departments in the hotel; may be called upon to participate in functions or activities outside the department

QUALIFICATIONS

- Minimum 1 year of progressive experience in a related spa environment
- Knowledge of spa treatments and spa booking procedures to maximize facility utilization
- Knowledge of computerized spa booking software and point of sale system
- Working ability in MS Office (Excel, Word, Outlook)
- Ability to maintain appropriate record keeping for guests regarding spa treatments and product recommendations
- Must be adaptable to change and able to multitask calmly and efficiently, with an emphasis on follow up, cooperation and courtesy
- Excellent verbal, written and problem solving skills
- Excellent interpersonal, leadership and listening skills
- Must be highly organized and detail oriented
- Knowledge of the best practices and industry trends is essential
- Technical certification/background as a spa practitioner an asset

BENEFITS

- Competitive wage
- 50% bus pass subsidy
- Free gym membership
- Free staff meals
- Discounts on hotel services (i.e. spa, dining, and hotel stays)
- Employee activities and incentives
- Extended Health & Dental Package (full-time positions)

If you are looking for a challenging and rewarding career, send in a cover letter and resume by e-mail in Word, rtf, text, or PDF to careers@sidneypier.com or fax to 655-9764. Quote the Position Title in the *Subject* line of your email or fax. We thank all applicants in advance. Only those selected for an interview will be notified.