

Job Title: Spa Office Worker

Department: Spa

Reports to: Spa Manager

Key Areas of Responsibility:

- Responsible for scheduling appointments, greeting guests, escorting guests to treatment areas, and providing information about services, treatments, and products available at the Hygeia Bath House and Spa.
- Provides support in communicating spa incentives and programs.
- Answers telephone in a friendly and courteous manner, providing information, scheduling appointments, and making necessary notes.
- Communicates all necessary guest information or request to the appropriate service provider.
- Welcomes and greets guests upon arrival and provides personal attention during the spa visit.
- Provides towels, sheets, or robes to guests in baths, restrooms, or dressing rooms.
- Answers guest's inquiries regarding cost, availability, and policies and procedures of the spa.
- Promotes health and wellness benefits of therapeutic services.
- Assist guests with purchase of spa products or services.
- Completes payment transactions prior to or post spa appointment.
- Ensures that the front desk activities run smoothly and professionally.
- Follows proper filing procedures/file maintenance regarding guests.
- Maintains inventory to ensure adequate supplies area available.
- Assist in the professional and clean image of all spa facilities, including cleaning of the baths after each use, sweeping and mopping floors of dressing rooms and other public areas, or collecting and washing soiled linens and clothing.
- Stocks treatment rooms with supplies.
- Other duties as assigned.

Education: High School Diploma or equivalent.

Experience:

- Experience in a clerical or customer service field.
- Previous experience in a spa or similar hospitality field is a plus.

Training:

- Associates degree or higher is a plus.

Knowledge and Characteristics:

- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Ability to accurately handle cash, check and credit/debit transactions.
- Excellent computer skills including proficiency with Microsoft systems, spreadsheets, email and internet.

Tools/Equipment Used:

- Computer Point of Sale System
- Copier/Printer
- General Office Equipment: stapler, scissors, paper slicer, etc.
- Washer/Dryer

Terms of Employment: ,

This is a seasonal position from mid-April to mid-November with spring cleaning typically beginning in early to mid-March. Schedule for the Spa Office Worker varies with typical hours between 8:30 am and 6:30 pm including some evening hours (up to 9:30 pm). Days will vary but will include weekend and holiday work and possible overtime during the season. Limited hours may be available during the off season. Must be able to lift up to 30 lbs. with assistance. This is a part-time, hourly position. Starting pay range is \$11 per hour.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.