

**Job Title:** Spa Office Worker/Bath Attendant

**Department:** Spa

**Reports to:** Spa Manager

*Since the early 1800s people have traveled to Capon Springs to “Take the Waters” for healing relief from pain and stress. The word Capon is derived from a Native American word that means “medicine” or “healing” waters. Today Capon’s Hygeia Bath House & Spa remains committed to continuing this tradition of helping each guest relax, recoup, and enjoy life by offering a wide range of services aimed at enhancing their health and wellness. Join our team of spa professionals and help our guests renew and recharge while they experience the healing properties of Capon’s mineral-rich waters.*

*Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at [www.caponsprings.net](http://www.caponsprings.net).*

### **Key Areas of Responsibility:**

- Responsible for creating memorable experiences for our guests by booking spa appointments over the phone and in person, answering questions about spa incentives and programs, and upselling the spa experience.
- Greets guests in a friendly manner and escorts them to the treatment areas.
- Communicates all necessary guest information or requests to the appropriate service provider.
- Provides towels, sheets, or robes to guests in baths, restrooms, or dressing rooms.
- Is knowledgeable about cost of services, availability, and policies and procedures at the spa.
- Completes payment transactions for purchases of products or services using company POS system.
- Maintains inventory to ensure adequate supplies are available. Stocks treatment rooms with supplies.
- Ensure all front desk activities run smoothly and professionally, follows proper file maintenance regarding guests.
- Cleans baths and other areas of the spa between appointments.
- Other duties as assigned.

### **Education:**

- High School diploma or equivalent.

### **Experience:**

- Experience in a clerical or customer service field is preferred.
- Previous experience in a Spa or related hospitality field is a plus.

## **Knowledge and Characteristics:**

- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Ability to accurately handle cash, checks, and credit/debit card transactions.
- Excellent computer skills including proficiency with Microsoft systems, spreadsheets, email, and internet.
- The ability to learn company POS and reservation system.
- Ability to work a flexible schedule based on department and company needs including weekends, evenings, and holidays.
- Must be able to lift up to 15 lbs.
- Ability to maintain a positive and productive working relationship with co-workers in all departments.

## **Terms of Employment:**

This is a part-time, year-round position. The spa is open seven days a week during the season (April – early November) and Thursday through Sunday during the off season. Typical hours for the spa attendant are between 8:30 am and 6:30 pm with some evening hours (up to 9:30 pm). Days/hours will vary based on demand and season. Starting pay range is \$12.00 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.