



# HOTEL JULIEN

DUBUQUE

## JOB POSTING ---

### Spa Manager

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The team at the award-winning Hotel Julien Dubuque are looking for our next dynamic leader of the full service Potosa Spa. Located on the lower level of the hotel, this revitalizing space is an exceptional boutique spa steeped in service and designed with tranquility in mind. Our menu of services is inspired by the Native American Medicine Wheel and includes an array of facials, massages, body treatments, salon services, and signature services.

As the leader of this talented group of professionals, you would play a vital role in the day to day operations and success of this outlet. The ability to create a culture of personal care as well as the highest levels of service excellence is a must. Strong financial acumen with the capacity to develop and implement operational goals, design and uphold policies and procedures as well as working with the hotel's senior leadership team in the development of short and long-term strategic planning will all be required.

#### **Positional Responsibilities:**

- Serve as the team leader within all aspects of the guest experience.
- Develop and maintain retail product program.
- Ensure all areas of the spa are kept clean and well maintained at all times.
- Ensure compliance with all legislation governing the operation of a spa facility.
- Ensure the health and safety of guests and employees are paramount at all times.
- Ensure proper inventories of all operating Spa equipment are conducted in line with audit standards in order to effectively manage operational cost.
- Ensure that the team adheres to all hotel's and company operational and service standards.
- Ensure that spa department follows business conduct and ethics.
- Ensure that spa department follows hotels policies and procedures
- Ensure that the spa department maintains confidentiality for all guests at all times.
- Ensure all spa and wellness equipment is maintained in good working order at all times.
- Able to handle any guest complaints or special requirements.
- Able to promote and sell spa programs to groups, conference guests walk-in etc.
- Able to implement and monitor up-selling strategies to maximize operational revenue.
- Be the single point of contact for VIP guests and coordinate their Spa experience.
- Responsible for checking and overseeing all guest payment settlements.
- Partner with the hotel's sales team to identify and target specific market segments for potential corporate clientele.
- Responsible to monitor and analyze the products and services of local competitors to maintain a competitive advantage.

- Responsible for the department training plan and conduct hands-on training for the new recruitment.
- Responsible for reviewing all guest feedback results and implement improvements to ensure guest satisfaction.
- Responsible for population and posting of all spa employee's weekly duty schedules.
- Coordinate with the hotel's engineering department to ensure proper repair and preventive maintenance works of all spa equipment.
- Prepare annual budget and business plan to ensure the operation is adequately represented.
- Recruit and train spa associates in accordance with hotels guidelines.
- Monitor and review associate's performance regularly and provide required guidance.
- Hold regular staff meetings to keep staff up to date on all aspects of the operation.
- Perform any other duties that management may reasonably require.

**Prerequisites:**

Genuine passion about spa operations.

Willing to deliver the best service and experience to our guests.

Demonstrated strong leadership, team, and communication skills are essential.

Strong working knowledge of MS Office Suite.

**Professional Experience:**

Minimum of 3 year's experience as a Spa Manager or related role (Required)

Job Type: Full-time

Experience:

- Spa Management: 3 years (Required)

Shifts:

- Morning (Required)
- Mid-Day (Required)
- Evening (Preferred)

**If you are interested in this position, submit your resume to  
[gm@hoteljuliendubuque.com](mailto:gm@hoteljuliendubuque.com)**