



Example of Spa Director Job Description

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Our growing company is searching for experienced candidates for the position of spa director. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for spa director

- Develop, coordinate and evaluate the implementation of policies and procedures that ensure the highest level of customer service
- Ensure that all laws and regulations related to spa operations are met, including health, safety and labor
- Establish and maintain a professional working relationship with all departments interacting with the Spa
- Develop policies and procedures to ensure that guest concerns and complaints are resolved in accordance with department and company service standards
- Collect and review all relevant data to ensure that the goals of the company are being met by the Spa
- Plan, implement and manage the operational, budgetary and human resource activities of the Spa department to ensure effective operations and achievement of goals
- Ensure that colleagues strictly enforce all safety rules, emergency procedures and fire prevention regulations
- Monitor and analyse the products and services of competitive spas, to maintain a competitive advantage
- Manage and assess the team performance and direct the team in achieving success
- Reviews guest feedback, JD Power, Mystery Shopper results and plan and implement corrective action if needed

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- Flexible, strategic team player with high integrity and ethical standards
 - Must be able to work in a fast-paced environment, handle pressure well, self-motivated and very detail oriented
 - Must have strong financial acumen and advanced analytical abilities
 - Ability to carry out assigned tasks in a timely and efficient manner
 - Highly proficient with Excel, Word, Access, Outlook and PowerPoint
 - Minimum BS degree required, preferably in a relevant field (hospitality, business management, operations)