



VIVO RESORTS

OAXACAN BEACHFRONT LIVING

Position Title:

SPA Manager

Set in the midst of a 12-mile stretch of untouched Pacific coast beach, Vivo Resorts is an exclusive World Class Resort, of premier oceanfront and beachfront luxury condos and private villas. Our purpose is to enhance properties that enhance lives, and we're looking for a Spa Manager to assist us as we are currently on a fast growth trajectory.

Job Purpose

In this role, you will be the primary strategic business leader for the Spa with responsibility for all aspects of operations which include satisfaction for all owners, guest and team members. To be successful, you will take on a leadership role in building loyalty, return on investment and return on happiness through proactive communication, leading and managing your team and delivering solid business results.

What does the SPA Manager do:

Spa Operations

- Responsible for the smooth operations and standards compliance of the spa reception, spa reservations, changing rooms and Juice Bar.
- Develop service offerings, pricing and Spa menu.
- Develop with the F&B Manager the menu and pricing for the Spa juice bar.
- Lead the team to provide excellent service to customers, owners and guests by answering phone calls, setting appointments and greeting guests.

People Operations and Guest Satisfaction

- Hire, train and develop a team of spa specialists to deliver exceptional experiences to our customers.
- Prepare a guest satisfaction survey for customers, owners and guests and achieve a satisfaction score of 90% or higher.
- Handle effectively all owners and rental guests' requests, problems, complaints and incidents in an attentive, courteous, professional, efficient and timely manner and follow up.
- Develop a service recovery strategy to ensure service errors are identified and disputes are solved to ensure guest satisfaction.

Business Strategy

- Prepare in conjunction with the General Manager a budget and business plan.
- Participate in spa-related marketing, strategies, promotional activities, and implementation.
- Develop and oversee spa events throughout the year in collaboration with the General Manager.
- Stay current with industry trends, explore new business opportunities and develop documented plans to maximize customer, owners and guest's satisfaction and Spa profitability.

Company Policy, Procedures and Standards Compliance

- Develop and document a full set of policies and procedures for all operational areas of the Spa and Juice Bar and continually review and update them to ensure they are up to date.

What is expected of you:

- Degree or Diploma holder in Hotel/Hospitality Management/Leisure Management.
- Minimum 5 years of managerial experience within luxury resort/hotel spas.
- Proven leadership and coaching qualities with the ability to select, train, develop and motivate a team to maintain Vivo Resorts overall objectives.
- Service oriented, pleasant and great interpersonal skills.
- Must be able to speak, read and legibly write in Spanish and English with the ability to interact with a variety of audiences.
- Ability to create budgets and achieve targets consistently.
- Ability to design, implement and monitor processes and procedures.
- Outstanding organizational abilities with strong attention to detail.

How you should be to be a fit:

- Creative and self-starter
- Caring, High Performance
- Excited, positive and friendly
- Ever resourceful, learning and improving
- Unquenchable bias for action
- Coachable
- Inspiring communicator
- Hungry, humble and smart

If you are an A-player with confidence in your abilities and have an engaging personality with a desire to have fun at work, Vivo Resorts is for you. Please submit all cover letters and resumes to careers@vivoresorts.com