



<b>Job title</b>	<i>Spa Manager on Duty</i>
<b>Reports to</b>	<i>Spa Director</i>

The Allison Inn & Spa is Oregon Wine Country's first full service luxury resort in the heart of the Willamette Valley.

The Allison Spa is one of the most elegant luxury *spas* in Oregon. In harmony with the natural beauty of Oregon Wine Country, our philosophy at The Allison Spa is to nurture the entire being. Our extensive spa menu blends living energies from the ecological elements of the Willamette Valley including fruit, herbs, flowers, water and our renowned pinot noir grapes.

At The Allison Inn & Spa our working philosophy is a commitment to strive for excellence in all we do. We are a passionate and empowered team, inspired by the bounty and warmth of our surroundings and community, genuinely dedicated to providing world class service and meaningful memories for our guests. Join us as we strive for excellence.

#### **Job purpose**

The Allison Inn & Spa is looking for an exceptional leader, one with a passion and experience in the Spa/wellness industry, enjoys managing a large team, excels in customer services, training, motivating, and will arrive to the job with a positive and enthusiastic attitude each day.

#### **Duties and responsibilities**

- Exemplifies, conducts and trains Five-Star standards: Service, culture, professionalism, relationship building, environment, brand standards, presentation, and mannerisms.
- Assists staff with day-to-day operational needs; fills in as Front Desk or Attendant when needed.
- Maintains the knowledge and compliance of Oregon State sanitation and operational requirements.
- Assists in the day-to-day management of the spa and its operating departments; directly supervises the Front Desk, Attendant, and Technician staff.
- Manages the accuracy of reservations, scheduling protocols, and appointment balancing.
- Handles guest and associate inquiries and challenges in a manner conducive to creating a positive work environment and/or spa experience.
- Ensures compliance of staff grooming/uniform standards in accordance to the employee handbook.
- Conducts daily facility walk-thrus. Coordinates with spa staff, hotel Engineering, equipment service vendors, cleaning service, software provider, etc. in order to improve neatness/cleanliness, or provide service/repair.

- Assists with the management of laundry delivery, needs and SOPs; works with Housekeeping to ensure adequate levels and service.
- Schedules and mediates training of Front Desk and Attendant staff
- Must be available to work any shift, to include evenings, weekends and holidays.
- Strong leader and communicator.
- Possess a passion for wellness.
- Performs special projects as required by the Spa Director.
- Attends all trainings, classes and meetings

### **Qualifications**

- Background Check
- Drug Screening
- Customer Service

### **Working conditions**

The Spa Operations Manager position requires a person to cover a range of circumstances from regular evening and weekend work, shift work, working with challenging clients, and staff.

### **Physical requirements**

The Spa Operations Manager may be required to stand for extended periods of time, and lift heavy objects on a regular basis.

### **Direct reports**

Spa Front Desk Associates  
Spa Attendants  
Therapists & Technicians

---