

PARAGON CASINO RESORT

Job Description

SPA LA VIE MANAGER

Department:	Spa La Vie	Reports to:	Spa La Vie Director
Job Code:		License:	Gaming
Position Code:		Costing:	001-5000-5030
Pay Grade: N6		Date:	10/23/2024
EEO-1 Code:	5		

SUMMARY: Paragon Casino Resort, the world's leading spa, fitness and leisure firm. The Spa Manager, under the direction of the Spa Director, will be responsible for assisting in the daily operations of the spa to include supervising, training and scheduling of front desk staff, implementing marketing plans and monitoring facility maintenance. Also responsible for ensuring that the highest levels of guest satisfaction are attained by leading and motivating staff to achieve goals and exceed guest expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Submits all paperwork and financial reporting, including payroll, in accordance with Paragon Casino Resort policy.
- Provides excellent customer service and helps monitor guest feedback through the use of comment cards and other customer care techniques. Helps to supervise and follow up on guest requests and comments.
- Assists in the training, and supervision of all front desk staff.
- Assists in developing the staffing schedule to ensure adequate coverage.
- Supervises effective daily operations including opening and closing procedures, facility inspections, and general facility maintenance.
- Ensures that all Front Desk staff are implementing Paragon Casino Resort Basics-To-Excellence program.
- Assists staff with lifting and storing facility equipment, furniture, and products to help maintain facility and prepare for special events.
- Helps ensure that the facility is only accessed by actual members and/or guests, and that it is safe and secure at all times.
- Assists in conducting orientations including an introduction to the facility, services, programs, policies, and procedures.

- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School Diploma or GED. Bachelor’s degree in hospitality management or business preferred. 2+ years in a customer service management position, preferably in a hotel environment. Previous spa experience highly desirable.

Qualifications:

- Effective leadership skills and a strong work ethic.
- Excellent customer service skills.
- Efficient, well organized, and able to handle a variety of duties simultaneously.
- Creative in marketing, promotion, and programming.
- Energetic, enthusiastic and motivational.
- Professional manner, discretion, and appearance.
- Excellent verbal and written skills.
- Able to show initiative and make decisions.
- Proficient in appropriate computer skills and office equipment.
- Ability to stand for long periods.
- This position required the ability to stand, stoop, kneel, crouch, bend, walk, and talk.
- The employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms.
- Ability to lift 25 lbs.
- CPR/First-Aid Certified, if required by the client.
- Normal work hours: Varied to include nights, weekends, and holidays.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must understand and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.