



Company: Hammam Spa by Céla

Location: Bayview Village

Position: Spa Coordinator

Job Available: October 2019

Type of Employment: Full Time 4-day expedited work week

Compensation: \$35,000.00/year Base + 0.5% Commission on Reservations + 5% Retail Sales Commission + Seasonal Bonus Opportunities

Benefits:

Two weeks paid annual vacation

40% staff discounts on retail and services

Complimentary monthly manicure

SunLife Group Insurance Health, Dental and Life Insurance Benefits paid 50% after 6 months of continued employment

Spa Overview:

Take your career to new heights at Hammam Spa's new showstopping location in Bayview Village. Voted Canada's Top Day Spa in 2019, Hammam Spa opened its King West location in 2005 and has been an industry leader ever since. Now during an exciting period of growth, we are hiring for our second location, opening October 2019. Hammam Spa is a full-service day spa offering treatments to purify, energize and balance the skin, body and mind. Learn more about us and view job openings at: www.hammamspa.ca.

Position Overview:

Spa Coordinators play a vital role in the overall operation of Hammam spa. Working in tandem within small teams, the Spa Coordinator's are responsible for using their superior time management, customer service and problem-solving skills to oversee the smooth day-to-day operation of our business. Working an expedited 4-day work week with alternating weekends off, our Spa Coordinators enjoy all the benefits of work-life balance. While providing exceptional customer service, the core functions of the Spa Coordinators' duties range from answering phones, booking appointments, managing client intake, and handling payment. Ensuring guest satisfaction is the touchstone objective within this department.

Duties & Responsibilities:

- Abides by the Hammam Spa Policies and Procedures Guide
- Conducts business in a warm and professional demeanor
- Provides attentive and professional customer service
- Ensures that all clients have up to date forms completed prior to entry to spa
- Provides guests with spa tours, familiarizing them with all spa amenities
- Makes spa bookings with attention to detail via requests in-person, by telephone, or by email
- Ability to effectively respond to all client queries including explanation of services offered and spa etiquette
- Speaks passionately about our spa ethos
- Manages the spa's daily schedule ensuring appointment availability is maximized, and service provider bookings are distributed according to spa protocol
- Manages important daily operations such as: reporting, opening and closing procedures, assisting with group functions, and inventory
- Adeptly manages call volume
- Maintains cleanliness of the reception area
- Manages client feedback and complaints with professionalism and patience
- Demonstrates ability to educate clients and sell skincare and beauty lines; paying special attention to closing sales on recommended products post-treatment
- Twice a month works on the spa's main level as a greeter, organizes demonstrations/events, and conducts follow up calls to clients
- Attends all training and professional development workshops
- Responsible for fostering a healthy attitude and working relationships with all co-workers and members of management
- Other tasks as assigned

Requirements:

- Fluency in English, with strong verbal and written communications skills
- Bilingualism in Farsi, Mandarin or Cantonese an asset
- Exceptional customer service skills
- Excellent phone etiquette
- Strong work ethic
- Courteous, discreet, and professional demeanor
- Ability to work well under pressure
- A strong team player
- Extremely organized with the ability to multi-task
- Ability to sit or stand for extended periods of time
- Must be well groomed, and abide by the spa dress-code policy
- This department works four 10 hour shifts per week, with alternating weekends off.

Education & Experience:

- Minimum High School diploma

- Graduate of post secondary education preferred
- Minimum 5 years spa or hospitality experience required
- Previous experience working with Booker OS considered an asset

**All applicants must have legal permission to work in Canada in order to be considered.*