

Spa General Manager (Requires Management Background)

Massage Envy – Athens, GA

Spa General Manager (Management Experience Required)

We are looking to hire a Spa Manager to be the liaison between the franchise owner and the spa staff of a high-volume location conducting over 1.1 million dollars in revenue annually. This individual will provide clarity of vision, oversee the membership sales process and ensure great customer service within the spa. The clinic is open seven days a week so the ideal candidate must be willing to work some nights and weekends.

Responsibilities include (but not limited to):

Operations Management

- Creates and maintains a strong spa environment of success, growth, and professionalism.
- Lead by example and assist in day-to-day operations.
- Ensures clinic culture is positive, professional, and fun
- Adheres to Massage Envy Policy and Procedures.
- Oversees and manages daily operations of the clinic
- Maintains inventory including counting and ordering supplies.
- Maintains professional, clean and safe clinic environment for employees and members/guests.
- Communicates with Franchise Owner daily or on an as needed basis.
- Reviews key reports and assesses clinic growth and progress
- Follows Franchise owner's policies, procedures and direction.
- Works a minimum of 50 hours per week
- Other duties as assigned.
- Maintains and exceeds any state board requirements as is relates to massage therapy and esthetic licensure business operations and practices

Sales Management

- Assists Franchise Owner in setting and achieving all membership and retail sales goals and profitability.
- Oversees membership sales processes and holds team accountable against performance goals.
- Monitors and reports on attrition and focuses on member growth.
- Works with owner to develop and implement marketing strategies.
- Assists in implementing and executing programs, events, etc. to identify new guests.
- Achieves all membership and retail sales goals.
- Coordinates with Franchise Owner and implement marketing efforts.

Human Resources

- Responsible for establishing and monitoring staff and therapist/esthetician work schedules.
- Responsible for maintaining spa operations and not neglecting business demands as it relates to work schedule changes (parameter and general availabilities), employee callouts, requests for time off, etc.
- Responsible for all human resource functions for clinic staff (Sales Manager, Customer Service Manager, Front Desk Associates, Licensed Massage Therapists, Estheticians) including interviewing, hiring, training, evaluating performance, scheduling work, conducting staff meetings, resolving concerns or disputes, disciplining and terminating and related record keeping.
- Ensures employee work time is properly recorded and payroll reports are processed in a timely manner.

- Consistently enforcing policies and procedures as it relates to progressive disciplinary action(s).

Customer Service Management

- Ensures excellent customer service and provides members/guests with a customized experience.
- Responsible for resolving and curtailing customer service issues.

Qualifications

Required Education, Skills, Training,

- College education preferred.
- Management, marketing and sales experience in service/retail industry required. Previous experience in the Spa or Health and Wellness field is highly favored.
- Knowledge of and experience in compliance with all labor and employment laws applicable to clinic employees.
- Extremely detailed oriented and willing to get involved at every level; a creative, self-starter who thinks outside of the box; broad exposure to Finance, Legal, Human Resources, Marketing and Operations
- Must be action oriented, poses the ability to think independently and enjoy working hard in a fast-moving environment
- Enjoys looking for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership/authority and take unpopular stands when necessary
- Excellent trainer and motivator.
- Ability to identify and problem solve, set expectations and goals with clarity and delegate.
- Proficiency in generating membership and retail sales goals and interpreting trends in sales reports.
- Technically Savvy- strong ability to use technology including Outlook, Excel, Word required
- Flexible- and able to multi-task
- Proven track record of exceeding goals and a top-line & bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen; problem solving; project management, and creative resourcefulness.
- Exceptional capacity for leading people; a team builder who has experience in developing relationships and the ability to connect people both on an individual level and in large groups; capacity to enforce accountability, cultivate and maintain a positive and motivating culture.
- Must adhere to all applicable local and state licensing laws and regulations related to the operation of the business, including the massage therapy and esthetician services.
- General knowledge of modalities offered by Massage Envy Spa, and understands and believes in the healing benefits of massage therapy and bodywork.
- Satisfactory results of background and reference check is a condition of employment in this position.

Communications and Personal Interactions

- Must be customer service oriented.
- Must communicate effectively (orally and written) and in a courteous and professional manner on a regular basis with members, guests, staff, regional developers and franchise owners.
- Accepts constructive criticism in a positive manner and uses it as a learning tool
- Able to work independently and manage time effectively

- Dynamic personality, and someone who connects well with others and is passionate in helping others maintain a healthy lifestyle.
- Ability to effectively interact with and communicate expectations to staff.
- Able to communicate up-line information to Franchise Owners and Regional Developers.

Compensation and Benefits

Compensation

- Base salary commensurate with experience
- Bonus structure ability to earn an extra \$6,000 to \$12,000 per year
- Company Car (insurance included) and \$1,300 per year in gas allowance (approx. benefit value of \$7,500)

Benefits

- Quarterly bonuses based on stated clinic performance goals.
- HealthPass Plus Plan - preventative, episodic, and urgent care services alongside a 24/7-telemedicine feature.
- Vacation and sick time provided on an accrual basis.
- Profit Sharing Retirement Savings Plan
- Dental, Vision, and Disability Insurance options available.
- Advancement/ownership opportunities available.