

# Gun Lake Casino Resort

## Spa Lead

<b>POSITION TITLE:</b>	Spa Lead
<b>PROPERTY:</b>	Gun Lake Casino Resort
<b>DEPARTMENT:</b>	Spa
<b>STATUS:</b>	Non-Exempt (hourly)
<b>REPORTS TO:</b>	Spa Manager
<b>PAY GRADE:</b>	NE8
<b>LICENSE LEVEL:</b>	<b>License level</b>
<b>TGC APPROVAL DATE:</b>	Month Day, Year

### Position Summary:

The ideal candidate will possess strong leadership skills, a commitment to providing AAA Four Diamond exceptional customer service, and the ability to create a luxurious and relaxing experience for our guests. The role emphasizes strong leadership to support the Spa Manager to ensure efficient daily operational management and a luxurious spa experience for all guests.

### About Us:

At Gun Lake Casino Resort, every Team Member is an ambassador, essential to the success of our company and our culture. We expect that all Team Members take personal ownership in ensuring that everything they do is in the best interest of Gun Lake Casino Resort and embody the core values of the Seven Grandfather Teachings:

**Love:** Love your brothers and sisters and share with them.

**Truth:** Be true in everything you do. Be true to yourself and to your fellow Humans.

**Respect:** You must give respect if you expect respect. Respect everyone, all persons, and all the things created.

**Bravery:** To do what is right, even in the most difficult of times.

**Honesty:** Be honest in every action and provide good feelings in your heart.

**Wisdom:** We cherish knowledge; wisdom is used for the good of the people.

**Humility:** Know that you are equal to everyone else, no better, no less.

### In this Role:

- Lead, train, and supervise a team of spa attendants and reception staff.
- Ensure all Team Members adhere to spa policies, procedures, and the AAA Four Diamond service standards.
- Assist the Spa Manager with the daily huddle to communicate updates, address concerns, and provide ongoing training.
- Greet and assist guests, ensuring a warm and welcoming atmosphere.
- Handle guest opportunities, and feedback promptly and professionally.



- Ensure all guests receive personalized and high-quality spa experiences.
- Oversee the scheduling and coordination of spa appointments and services.
- Monitor and maintain the cleanliness and organization of all spa areas, including treatment rooms, relaxation areas, and locker rooms.
- Ensure all spa equipment and facilities are in good working condition and report any maintenance needs.
- Manage inventory of spa supplies and retail products.
- Order and restock supplies as needed, ensuring adequate levels are maintained.
- Conduct regular inventory checks and maintain accurate records.
- Process payments for services and retail products, ensuring accurate handling of transactions.
- Track sales and revenue and provide reports to the Spa Manager.
- Foster a culture of exceptional customer service among the spa team.
- Implement guest feedback and continuously strive to improve service quality.
- Ensure all guest interactions are handled with professionalism and care.
- Work closely with Team Member spa professionals to ensure seamless guest experiences.
- Participate in resort-wide events and promotions to enhance the spa's visibility and guest engagement.
- Support and collaborate with the Spa Manager on special projects and initiatives.
- All other duties as assigned.

**Essential Qualifications:**

- Must be 21+ years of age.
- High school diploma or equivalent required; additional training or certification in spa management or hospitality is preferred.
- Minimum one year experience as an Attendant in a full service spa required.
- Minimum of two (2) years of experience in a supervisory role within a spa or hospitality environment, preferred.
- Strong leadership and team management skills, excellent communication, and interpersonal abilities, proficient in using spa management software.
- Demonstrated commitment to providing exceptional customer service and creating memorable guest experiences.
- Professional appearance and demeanor, with the ability to handle confidential information discreetly.

**Physical Requirements:**

- Requires normal, corrective vision range, the ability to see color and the ability to distinguish letters, numbers, and symbols.
- Ability to read, write, and input data into the computer.
- Must have the manual dexterity to operate job-related equipment.
- Must have the ability to access all properties and areas.
- Ability to lift 50 lbs. with or without assistance.
- Ability to sit at a computer for a long period of time.



### **Work Conditions:**

Work is typically in all areas of the Spa. Work areas may be warm, cold, humid, or bright and may contain second-hand smoke. Tasks may be required to be performed from a sitting or non-sitting position in a confined area. Team Members may be required to stand, walk, lift, reach, push, pull, and grasp.

### **Disclaimer and Conditions of Employment:**

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. These statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

All applicants must be able to demonstrate their US work authorization during the employment verification process. The pre-employment process also requires the ability to pass a criminal background investigation, and drug test.

### **Indian Preference:**

The Match-E-Be-Nash-She-Wish Band of Pottawatomi Indians abides by Native American preference in its hiring and employment policies.

Gun Lake Tribal Gaming Authority reserves the right to make changes to the above job description as necessary.

