

Gun Lake Casino Resort

Spa Manager

POSITION TITLE: Spa Manager
PROPERTY: Gun Lake Casino Resort
DEPARTMENT: Spa
STATUS: Exempt (Salary)
REPORTS TO: Director of Hotel Operations
Pay Grade: EM4
License Level: KEY
TGC APPROVAL DATE: 06/20/2024

Position Summary:

The Spa Manager is responsible for leading and directing the total Spa facility operations, including the Fitness Center, to deliver AAA Four Diamond level service. The ideal candidate will have direct experience, working knowledge and or formal training in Spa/Health Club operations and management. The incumbent must also have a thorough understanding of the very personal nature of spa service offerings, which help enhance aesthetic appeals and promote overall well-being. This role requires effective leadership skills, creativity, great attention to detail, and a passion for delivering an exceptional spa experience.

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:

- Provide guidance and support to the Spa team (licensed Aestheticians, Nail techs, Massage therapists and attendants, etc.) to ensure Team Members deliver exceptional experiences.
- Teach and train the proper steps of service ensuring consistency in delivery.
- Foster a positive work environment that encourages teamwork and professional growth.



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- Oversee all aspects of daily operations, including opening and closing procedures, staff scheduling, and inventory management. Implement and enforce health and safety standards to maintain a clean and safe environment for guests and staff.
- Ensure Team Members' special licenses are maintained and kept current.
- Responsible for practicing, supporting, and promoting Gun Lake Casino Resort's "Unsurpassed Service" and AAA Four Diamond service standards at all times.
- Maintain a strong knowledge of the spa services, including all the product offerings in the retail shop.
- Constantly engage with guests to ensure an outstanding experience, and promptly address any concerns or feedback.
- Establishes and ensures compliance of departmental policies, practices, and procedures in accordance with Gun Lake Casino Resort's Core Values (The 7 Grandfather Teachings), while maintaining AAA 4-Diamond service standards.
- Work closely with the marketing team to develop and implement marketing strategies to create awareness, attract new guests, and retain existing ones.
- Develop service package offerings to promote sales for special events, holidays, and during slow periods.
- Monitor and manage expenses, including cost of goods sold, spa supplies, and labor costs, to maximize profitability while maintaining high-quality standards.
- Analyze sales reports and P&L's to identify opportunities for revenue growth and cost-saving initiatives.
- Implement pricing strategies and promotions to drive sales and increase customer loyalty.
- Ensure compliance with strict sanitation guidelines, maintaining a clean and organized spa environment, including treatment rooms, pool, sauna, fitness equipment, etc.
- Maintenance of all furniture and equipment in all treatment rooms and all areas of the spa and fitness room, including the proper handling and storage of linen/terry and all treatment supplies.
- Collaborate with special licensed Team Members to understand guest treatment preferences, receive feedback, and adjust to enhance the overall spa experience.
- Handle any Team Member or Guest opportunities.
- Evaluate, oversee, and provide coaching opportunities regarding job performance of Team Members.
- Develops and implements annual plans to drive continuous improvements in Team Member Engagement and Guest Satisfaction while achieving annual targeted retention levels for the department.
- Foster a positive and collaborative work relationship with teams from Casino Marketing, Catering & Sales, Food & Beverage, Internal Maintenance, Facilities, Security, Warehouse, Laundry, Hotel Front Desk, as well as third-party vendors.
- All other duties as assigned.

Essential Qualifications:

- Must be 21+ years of age.
- High school diploma or GED equivalent required; Additional training or certification in Spa management or hospitality preferred.
- Formal training degree or industry certification in Spa and /or Health Club management preferred.



- Minimum of four (4) years of direct experience in Spa/Health Club operations, or equivalent combination of education and experience.
- Minimum of three (3) years in Spa/Health Club management or related area required.
- Certification as a CMT (Certified Massage Therapist), Cosmetologist, or related field preferred.
- Ability to clearly present information through the spoken or written word; talk with customers or team members; listen well.
- Ability to fluently read, write, and understand English.
- Availability and willingness to work extended hours including nights, weekends, and holidays as business requires.
- Ability to work in a fast-paced, busy, and stressful environment and maintain physical stamina, and proper mental attitude while dealing effectively with guests, management, team members, and outside contacts while working under pressure and meeting deadlines.
- Maintain a positive attitude toward work and engage with guests in a friendly and polite manner.
- Ability to address stressful situations with clients with dignity and the utmost tact and politeness.
- Must be able to work with others, communicate well, and receive direction when needed to achieve department goals and objectives.

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.
- Ability to climb, bend, reach, walk, and stand for the duration of the shift.
- Manual dexterity to operate job-related equipment.
- Must be capable of lifting 50 lbs with or without assistance.
- Requires normal sense of smell, taste, touch, and hearing.
- Ability to sit and work on a computer for long periods of time.

Work Conditions:

Work is typically in an area which may be unusually hot, cold and/or noisy and may contain second-hand smoke. Work may be performed in a small area with a 3 ft. wide access. Tasks performed from a sitting or non-sitting position. Performance of job duties will require standing, walking, lifting, reaching, pushing, pulling, and grasping. These tasks include the maintenance and care of assigned areas. Work may entail trained chemical usage. Constant contact with fellow Team Members and guests.

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.

