



TALENT
TOOLKIT

Job Descriptions
AND ORGANIZATIONAL CHARTS

PURPOSE OF A *Job Description*

A job description acts as a written narrative describing the overall requirements and expectations of a particular job. The document includes general information about the position as well as more specific competencies and skill sets required to be successful at the position. It provides the candidate clarity of the expectations, accountability, and daily functions of the role and should be used as performance criteria for the annual employee evaluation process. It is recommended a job description be reviewed occasionally to ensure it accurately captures the functions of the role and offers a competitive compensation structure.

GENERAL PURPOSE JOB DESCRIPTION

1. Job Title
2. Full-Time/Part-Time Status
3. Job Location/ Department
4. Job Summary
5. Reporting Structure
6. Job Duties
7. Describe Company Culture

SPECIFIC PURPOSE JOB DESCRIPTION

1. Detailed Duties and Responsibilities
2. List of Competencies/Skill Set Required
3. Salary Range and Benefits
4. Required/ Recommended Tools and Equipment Experience
5. Working Conditions
6. Physical Work Requirements
7. Required Licensing, Certification





PURPOSE OF AN ***Organizational Chart***

Organizational Charts are a visual representation of a company's organizational structure. They outline the hierarchy and reporting relationship between positions. Often an organizational chart will include the employee's name, title and direct and indirect reporting structure.

BENEFITS OF AN ORGANIZATIONAL CHART

1. Provide a clear path or line of communication for employees.
2. Act as a tool for human resources requirements and standards (i.e. staffing levels, vacancies, growth strategies, etc.).
3. Act as a budget tool to help monitor payroll, employee benefit allocations, etc.

HIRING/RETENTION TIPS

An employee's clarity and understanding of the reporting structure eliminates confusion or uncertainty of the organizations reporting structure.

1. Review with employee at time of onboarding.
2. Post in general employee areas for transparency of leadership.
3. Ensure it is a "living/breathing" document in that reporting structures are to be adhered to and referred to when dealing with grievances and or business/revenue opportunities.

PURPOSE OF *Delegation of Duties*

A delegation of duties worksheet outlines each leadership member's responsibilities and deliverables on a daily, weekly, monthly, quarterly, and annual basis. The document functions as an extension of the job description helping to ensure there are efficiencies within the work environment and deliverables are not duplicated unnecessarily. Clarity of responsibilities is helpful in creating a positive work environment.

HIRING/RETENTION TIPS

An employee's clarity and understanding of the delegation of duties eliminates confusion or uncertainty of the day-to-day operational duties to ensure a well-functioning business.

1

Review with employee at time of onboarding.

2

Ensure it is a "living/breathing" worksheet and reviewed in update meetings.

The following pages contain examples of delegation of duties worksheets for leadership positions.

Visit our
Talent Toolkit on
experienceispa.com
for a delegation of
duties worksheet
in Microsoft Excel
format.



SPA SERVICES MANAGER

STAFF	<ul style="list-style-type: none"> › Supervise all therapist staff/liaison with Spa Lead Therapist › Monitor and improve staff productivity › Scheduling, hiring, coaching, counseling, reviews, payroll › Monitor staffing levels and coordinate with Guest Service Staff
SERVICES	<ul style="list-style-type: none"> › Oversee all service protocol development, quality and training › Ensure spa menu is accurately reflected in all areas of spa › Liaison with IT to create services in computer system
FINANCIAL	<ul style="list-style-type: none"> › Complete payroll for spa › Daily revenue/month end tracking/staff productivity reports › Oversee labor costs and expenses
CUSTOMER SERVICE	<ul style="list-style-type: none"> › Monitor all guest satisfaction for spa and provide staff follow up › Handle all guest follow up in designated areas › Manage and create guest service reports — weekly and monthly
PRODUCTS/ PROFESSIONAL	<ul style="list-style-type: none"> › Purchase, track and complete month end inventory for all professional products › Responsible for payment through credit card systems › Create purchase orders for approval and complete payment process
PRODUCTS/ RETAIL	<ul style="list-style-type: none"> › Coordinate retail purchases with Reservations/Retail Manager › Create purchase orders for approval and complete payment process
MARKETING/SPA	<ul style="list-style-type: none"> › Develop, promote through Spa Marketing Liaison, implement and track monthly › Focus on increasing average service rate
FACILITY	<ul style="list-style-type: none"> › Lead in the efforts to ensure overall spa is clean and sanitary › Liaison with Housekeeping › Complete standards document on weekly basis
MANAGER ON DUTY (MOD)	<ul style="list-style-type: none"> › Act as MOD for Spa › Complete daily revenue tracking reports

FITNESS SUPERVISOR

STAFF	<ul style="list-style-type: none"> › Supervise all Aerobics and Personal Trainer staff › Scheduling, hiring, coaching, counseling, reviews, payroll
OPERATIONAL SUPPORT	<ul style="list-style-type: none"> › Direct liaison with Membership Office › Development and implementation of group fitness schedule and activities › Ensure member and guest experience in fitness center and classes is exceptional › Train new guest service agents and staff on fitness equipment and area duties › Ensure all fitness equipment is fully operational and safe › Liaison with fitness service team › Track counts of all fitness usage › Support group sales by providing wellness events and programs › Track financials of membership and revenue generation programs
CUSTOMER SERVICE	<ul style="list-style-type: none"> › Monitor all guest satisfaction for guest service and follow up with guest › Initiate member orientation programs
PRODUCTS/ GUEST SUPPLIES	<ul style="list-style-type: none"> › Recommend fitness supply needs to support operations › Create purchase orders for approval and provide all documentation for payment
MARKETING/ GENERAL	<ul style="list-style-type: none"> › Assist in the implementation of all spa marketing promotions › Responsible for development of fitness events and member programs
FACILITY	<ul style="list-style-type: none"> › Monitor and ensure overall fitness locker rooms, fitness center, aerobic studios and public areas are clean and safe › Complete standards document on a weekly basis
MANAGER ON DUTY (MOD)	<ul style="list-style-type: none"> › Act as MOD for Spa

SPA GROUP SALES

STAFF	<ul style="list-style-type: none"> › No direct reports with exception of Manager on Duty shifts › Liaison with Spa Services Manager/Reservations Manager
FINANCIAL	<ul style="list-style-type: none"> › Ensure all group bookings are billed accurately through communication to desk
CUSTOMER SERVICE	<ul style="list-style-type: none"> › Monitor all guest satisfaction for spa and forward follow up to Spa Director › Ensure all groups have written/verbal follow up to ensure spa meets expectations
SALES/INTERNAL	<ul style="list-style-type: none"> › Develop sales process for all prospective and incoming sales groups. › Coordinate all bookings, itineraries and billing with Front Desk/Spa MODs › Work with spa leadership to create new initiatives for spa › Attend pre-con meetings as appropriate › Meet with conference sales and service/catering on regular basis › Responsible for coordinating internal meetings at request of Spa Director › Coordinate group retail needs with Retail Manger › Maintain and monitor spa exposure in local market, visitor center, hotels, Bed and Breakfasts
SALES/EXTERNAL	<ul style="list-style-type: none"> › Assist with marketing/promotions for sales external to hotel › Develop, coordinate outside events and functions with appropriate spa team
MARKETING	<ul style="list-style-type: none"> › Responsible for web site oversight of spa/fitness operations › Create internal flyers for specials for groups and social guests › Ensure collateral is up to date and stock meets needs
FACILITY	<ul style="list-style-type: none"> › Monitor and ensure spa is clean and sanitary › Endorse Facility Ambassador program
MANAGER ON DUTY (MOD)	<ul style="list-style-type: none"> › Act as MOD for spa as needed

FACILITY SUPERVISOR

STAFF-DIRECT	<ul style="list-style-type: none"> › Oversee all Guest Service Agent operations (spa - fitness - pool) › Scheduling, hiring, coaching, counseling, reviews, payroll › Report directly to Spa Services Manager/indirect to Spa Director
OPERATIONAL SUPPORT	<ul style="list-style-type: none"> › Oversight of all linens (inventory/processing) › Liaison with Laundry › Overall responsibility for pool operations, including bike rental program › Liaison with F&B team at pool
CUSTOMER SERVICE	<ul style="list-style-type: none"> › Monitor all guest satisfaction, liaison with Spa Services Manager for staff coaching › Forward guest follow up to Spa Services Manager
PRODUCTS/ GUEST SUPPLIES	<ul style="list-style-type: none"> › Order guest supply needs to support operations (spa - fitness - pool) › Create purchase orders for approval and provide all documentation for payment. › Directly assist Retail Manager in retail inventories at month end › Primary inventory control for locker supplies › Receive all shipments and complete paperwork as necessary › Coordinate deliveries with staff member who ordered
MARKETING/GENERAL	<ul style="list-style-type: none"> › Assist in the implementation of all marketing promotion
FACILITY	<ul style="list-style-type: none"> › Monitor and ensure overall locker rooms, spa treatment floor, fitness center, laundry areas, front and back of house, and pool areas are clean › Complete facility standards weekly
MANAGER ON DUTY (MOD)	<ul style="list-style-type: none"> › Act as MOD for spa

LEAD THERAPIST

STAFF	<ul style="list-style-type: none"> › Liaison with Spa Services Manger/liaison with therapist staff › Assist in interviewing candidates for positions › Work as therapist as needed (approximately 32 hours per week) › Responsible for orientation of new staff › Bring any staff deficiencies to attention of Spa Services Manager
SERVICES	<ul style="list-style-type: none"> › Oversee all spa/salon service quality and training › Maintain protocols (including MSDS sheets) › Assist in development and refinement of services, especially seasonally
CUSTOMER SERVICE	<ul style="list-style-type: none"> › Set example of excellent guest service › Bring any staff deficiencies to attention of Spa Services Manager
PRODUCTS/ PROFESSIONAL	<ul style="list-style-type: none"> › Complete monthly professional inventories for department › Responsible for secure storage of products › Recommend professional products orders for professional services
PRODUCTS/ RETAIL	<ul style="list-style-type: none"> › Assist in coordination of retail product knowledge with therapist staff › Assist staff in selling retail through positive role modeling and encouragement
MARKETING/SPA	<ul style="list-style-type: none"> › Communicate marketing specials to therapist staff › Assist with marketing opportunities such as trade shows, lobby events, etc.
FACILITY	<ul style="list-style-type: none"> › Monitor and ensure treatment rooms and salon area is clean and sanitary › Notify Manager on Duty of any facility deficiencies › Maintain treatment room/salon standards
MANAGER ON DUTY (MOD)	<ul style="list-style-type: none"> › Act as MOD for Spa as needed