



Director of Operations

Bordered by the Crescent Drive Golf Course and only 20 minutes from downtown Winnipeg, Thermëa by Nordik Spa-Nature opened its doors in 2015. This relaxation and renewal centre focuses on thermotherapy practices and relaxation techniques from Scandinavian countries. It offers a multisensorial experience in an all-embracing natural setting to contribute to the health and wellness of its guests.

Continuously innovating and evolving by creating unique relaxation experiences, it is the only Nordic-style spa in the Canadian Prairies today.

We are currently seeking passionate wellness professionals who will use their skills to transform people's lives, one visit at a time. Join our team.

Associates with Nordik Spa-Nature will embrace the following values:

- Accountability
- Engagement
- Respect
- Integrity
- Teamwork

JOB SUMMARY

Thermëa is seeking a Director of Operations who is passionate about wellness and innovation to directly oversee the Customer Service/Front Office, Food and Beverage, Maintenance/Housekeeping/Technical Services and Massage/Esthetics Departments. The position reports to the General Manager and works with direct reports (department heads) to develop and implement departmental strategic initiatives while adhering to the Groupe Nordik brand and awareness strategies. The position ensures the operations meet Groupe Nordik's standards of excellence, targets guest needs, ensures employee satisfaction, focuses on increasing revenues and maximizes the financial performance of the departments and assists in developing positive relations with our Corporate team. This position will be key in implementing property-wide strategies that delivering results.

RESPONSIBILITIES

Managing Profitability

- Demonstrates and communicates key drivers of guest satisfaction for the brand's target customer.
- Analyzes service issues and identifies trends.
- Makes and executes the necessary decisions to keep property moving forward toward achievement of goals.
- Works with spa management team to develop an operational strategy that is aligned with the brand's business strategy and leads its execution.

Managing Revenue Goals

Monitors spa operations sales performance against budget.

- Reviews reports and financial statements to determine spa operations performance against budget.
- Coaches and supports operations team to effectively manage occupancy and rate, wages and controllable expenses.
- Reviews the Wage Progress Report and compares budgeted wages to actual wages, coaching direct reports to address problem areas and holding team accountable for results.

Leading Operations and Department Teams

- Champions the brand's service vision for product and service delivery and ensures alignment amongst the spa leadership team.
- Work collaboratively with other corporate mentors/leaders in supporting and growing the agency's mission and strategic plan's priorities.
- Sound understanding, knowledge and/or experience in development, change management, business transformation and growth, revenue generation and strategic and operational communications.
- Co-develops systems in conjunction with Corporate team to enable employees to understand guest satisfaction results.
- Communicates a clear and consistent message/reporting regarding departmental goals to produce desired results.

Managing the Guest Experience

- Reviews guest feedback with leadership team and ensures appropriate corrective action is taken.
- Responds to and handles guest problems and complaints.
- Stays visible and interfaces with customers on a regular basis to obtain feedback on quality of product, service levels and overall satisfaction.
- Ensures an atmosphere throughout the spa (front reception, restaurant, massage/esthetics, pools, saunas, relaxation spaces) that meets or exceeds guest expectations.

Managing and Conducting Human Resources Activities

- Facilitates the development of creative solutions to overcome obstacles and ensures implementation to continually improve guest satisfaction results.
- Ensures employees are treated fairly and equitably.
- Ensures that regular, ongoing communication is happening in Operations (e.g., pre-shift briefings, staff meetings).
- Fosters employee commitment to providing excellent service, participates in daily stand-up meetings and models desired service behaviors in all interactions with guests and employees.
- Incorporates guest satisfaction as a component of staff/operations meetings with an emphasis on generating innovative ways to continually improve results.
- Sets goals and expectations for direct reports using the performance review process and holds staff accountable for successful performance.
- Coach and develop staff to ensure effectiveness in their role, safe work procedures, and cross training to support absence within the team.
- Solicits employee feedback, utilizes an "open door policy" and reviews employee satisfaction results to identify and address employee problems or concerns.
- Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Procedures (SOPs).
- Responsible for ongoing and formal performance evaluation of direct reports;
- Champions positive change, ensures brand and regional and corporate business initiatives are implemented and communicates follow-up actions to the team as necessary.

Requirements:

- 2-year degree from an accredited university in Business Administration, Hotel and Restaurant Management, or related major; or 4-year bachelor's degree in Business Administration, Hotel and Restaurant Management, or related major;
- 7 plus years of experience in the guest services, front desk, housekeeping, sales and marketing, management operations; 5 years of senior leadership experience managing and leading staff across various functions or 3 plus years of experience in the guest services, front desk, housekeeping, sales and marketing, management operations, or related professional area.
- Good command of computers, specifically the MS Office suite: MS Project, MS Excel, MS Word, and MS Outlook.
- Bilingual (English and French) considered an asset

Profile:

- Excellent written and verbal communication and interpersonal skills in both official languages.
- Ability to address conflicting demands and prioritize tasks.
- Ability to work under pressure and within tight deadlines in a fast-paced work environment.
- Methodical, precise, and detail-oriented.
- Demonstrated affinity for the values of the Nordik Group.
- Positive and professional attitude.
- Capable of working independently as well as being part of a dynamic team.
- Capable of developing and maintaining positive and lasting business relationships.
- Available to travel occasionally.

Work schedule:

Variable schedule (day, evenings, weekends, holidays).

Salary:

Based on the pay scale and benefits in effect at Thermëa by Nordik Spa-Nature.

How to Apply:

Please fill in the I-Recruitment job application questionnaire on our Careers page.

<https://irecrutement.ca/employeur/?employeur=thermea>

Please note that only successful candidates will be contacted.