



## **SPA COORDINATOR – P/T**

**COMPANY:** Fresh Start Health Retreat, operating from: 4384 South Island Hwy, Oyster Bay, BC, V9H 1E8

**POSITION TYPE:** six 6-hr days per week for 3 weeks (Mon to Sat), alternating with 3 weeks off

**PAY:** Starts at \$19, after probation \$20. Top pay \$23, within 3 years.

**START DATE:** See and apply on our Job Board

<https://freshstart.bamboohr.com/jobs/view.php?id=32&source=healthretreat>

### **MAIN RESPONSIBILITIES:**

- Documentation collection, generation and assembly (guest binders and bags; health forms, allergies and arrival day reports; health assessment folios)
- Daily clean treatment rooms, showers/washrooms, spa lobby, entrances, do laundry.
- Assist Program Director with guest request management; appointment booking, changes and cancellations; run-around (lots of up and down between both floors).
- Custom Protocols (individualized supplements packages): get supplies in town, pick-n-pack, prepare custom formulations; generate reports for guests and the kitchen. Requires high accuracy and completion within tight deadlines.
- Guest Checkouts: prepare end-of-stay estimates, add/remove products, add Tips, process payments, refunds on Debit Machine, Online or accept e-Transfers. Save Invoices. Generate Registered Therapists' Invoices.
- Assist General Manager with additional tasks, including processes documentation, team training and processes improvements.

**HOURS:** six 6-hr. days per week (Mon to Sat) for 3 weeks, alternating with 3 weeks off

**SHIFT HOURS:** Morning Shift 8:00 a.m. to 2:30 p.m. Evening Shift 1:30-8:00 p.m.

Minus 30-min break. Additionally, Thu to Sat prior to the program 9 a.m. to 4 p.m.

We operate 50% of the year and run 3-week programs, all alternating with 3 weeks off. You'll be working for 3-weeks and then will have 3 weeks off. See [dates](#) on the site.

### **CERTIFICATION/ SKILLS REQUIRED:**

- Min 2-3 yrs. experience in a busy office, clinic, spa or hotel
- Office Administration or similar training
- Advanced skills of Excel/MS Word 2016 Pro user; Fast new software learner
- Good communication and customer service skills



**FACILITIES PICTURES** <https://healthretreat.box.com/s/myrmx5aju2sy4qlp95npuix0a1mhp760>  
**THERAPIES PICTURES** <https://healthretreat.box.com/s/uwyx0ewvvs01cr0s6pj777i0xaibbb9v>  
**GUESTS EXPERIENCE** <https://healthretreat.box.com/s/buagqnf3f20q093p5vzk6nhl6a2pag9u>

**OUR GUESTS' STORIES:** the stories are long, please feel free to listen to the intro or the entire one  
<https://www.healthretreat.ca/testimonial-items/my-blood-sugar-has-normalized-completely-and-thats-with-zero-medication/>  
<https://www.healthretreat.ca/testimonial-items/how-after-20-yrs-of-battling-with-hashimotos-i-lost-53-lbs/>  
<https://www.healthretreat.ca/testimonial-items/i-overcame-resentment-towards-a-parent-and-love-and-grieve-that-parent-now/>

#### **ABOUT US**

Fresh Start specializes in 7, 14 and 21-day health restoration retreats. We use natural health methods to help people improve their physical, emotional wellbeing and quit smoking.

#### **ADVANTAGES OF WORKING WITH US:**

Positive, upbeat environment. Seeing the health transformation of the guests and making a difference. Beautiful facility and oceanfront location. Access to the fitness room. Access to Fresh Start spa services at a cost.

**HOW TO APPLY:** Please read detailed description and apply online on our Company Job board  
<https://freshstart.bamboohr.com/jobs/view.php?id=32&source=healthretreat>