

ATLANTIS CASINO RESORT SPA

Success Profile

Title: Director of Spa Operations
FLSA Status: Exempt
Reports to: General Manager
Department: Spa/Salon

JOB SUMMARY

Atlantis Casino Resort Spa, in Reno, Nevada, has a career opportunity and is looking for someone with a proven track record to be the Director of Spa Operations. Monarch Casino & Resort, Inc. (MCRI), is publicly traded and the parent company of Atlantis. Atlantis has been recognized by Forbes as one of America's Best Mid-size Employers.

Atlantis is recommended by Forbes Travel Guide with a Four Star Spa. Atlantis is rated by AAA as a Four Diamond resort; less than five percent of the nearly 31,000 properties approved by AAA achieve this Four Diamond designation. In addition to a Four Star Spa, The Steakhouse has received a Four Star rating by Forbes Travel Guide, and the Bistro Napa restaurant at Atlantis is recommended. Both fine dining restaurants consistently receive the highest ratings by TripAdvisor. Since 2000 Atlantis Steakhouse and Bistro Napa restaurants at Atlantis have received the Award of Excellence from Wine Spectator.

Atlantis luxuriously designed and beautifully appointed, Spa Atlantis is the only spa in northern Nevada to receive a highly-coveted Forbes Travel Guide Four-Star designation. With 30,000 square feet of lavish space, we offer exquisite treatments from around the world and a wide range of spa amenities including three co-ed lounges, 15 luxurious treatment rooms, an exceptionally-equipped Cardio Fitness Center, year-round indoor whirlpools and atrium pool, along with an outdoor pool and whirlpool.

The successful candidate will be responsible for directing, managing, providing strategic leadership and direction to the spa/salon operations. Additional responsibilities will include develop, implement, and enforce all company and departmental policies and procedures as well as standards of quality and performance. Maximize revenues and control costs of spa/salon operations. Supervise the planning and scheduling of management work assignments and performance development. Ensure effective operations of the spa/salon at all times.

ESSENTIAL JOB FUNCTIONS:

- Hire, train, and evaluate staff; oversee the maintenance of the spa including overall cleanliness, service and economic use of resources and supplies
- Ensuring all 4 diamond standards/Forbes standards are met by all front staff team members.
- Marketing to maximize awareness and generate revenue, budgeting, forecasting, payroll, scheduling and maintaining an internal company calendar as well as product inventory and ordering
- Working with management to set retail sales goals for front staff team members and tracking progress toward the retail revenue goal
- Keeping monthly inventory of retail items and weekly inventory of operating supplies
- Keeping up with all product and treatment knowledge while training front line team in product knowledge
- Monitor operations to ensure compliance with applicable health, safety, or hygiene standards.
- Sets goals, deadlines and objectives for team
- Coordinate facility schedules to maximize usage and efficiency
- Minimize turnover with effective in-house training, coaching, and clear performance expectations
- Supervises and provides disciplinary measures for staff
- Maintain overall ambience of spa and salon's visual standards and dress code

ATLANTIS CASINO RESORT SPA

Success Profile

Additional responsibilities will include:

- Regular attendance is an essential function for this position
- Organizing and cleaning stock rooms, retail and reception areas
- Ensuring the Spa retail therapy area is completely stocked at all times
- Tagging and putting new products out on the shelves and back stock in stock room cages

TECHNICAL/PROFESSIONAL KNOWLEDGE *(Knowledge/Skills, Education, and Experience)*

- 5+ years of Spa Management experience
- Bachelor's Degree or above
- Exceptional computer skills and working knowledge of phone system, computer system and software programs
- Exceptional communication skills and well versed in the English language
- Ideal candidate must possess exceptional interpersonal and guest service skills.
- Available to work all shifts, including nights, weekends, and holidays.

DESIRED COMPETENCIES

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with ethical integrity; Upholds organizational values.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

ATLANTIS CASINO RESORT SPA

Success Profile

WORK ENVIRONMENT

The incumbent in this position works on-site at the casino and interfaces with external/internal customers, Team Members, and vendors on a regular basis. The position's work schedule varies and may include Saturday/Sunday and evening work depending on the needs of the operation.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel crouch or crawl; talk, and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.

All Team Members of the Company are considered to be "at will." As such, any team member may terminate his employment at any time, with or without cause, as may the Company.
