



Healing Arts Manager

Part of the Operations team, the Healing Arts Manager leads the Healing Arts team in delivering high-quality transformative, body-centered treatments that integrate and enhance the multidimensional learning at the Multiversity. This position is responsible for developing a high functioning, guest focused team with the capacity to achieve departmental objectives, including achievement of business/mission metrics, high-levels of guest satisfaction and employee morale.

The Healing Arts facility at 1440 Multiversity has 22 treatment rooms. Additionally, it includes an outdoor hot tub overlooking the redwoods, women's and men's locker rooms with steam rooms in each, a quiet waiting area with indoor and outdoor patio seating, and a small retail area.

Accountabilities

- Hire, lead, and develop a highly effective guest service team of supervisors, therapists, and desk staff
- Deliver an exceptional customer experience while meeting financial goals and organizational objectives
- Develop a menu of treatments that delight our guests and delivers on the promise of the mission
- Maintain a positive, effective, and efficient work environment through direct, constructive coaching and mentoring
- Provide analysis to senior management to support optimal response to business opportunities and risks
- Develop policies, procedures, and business processes that ensure compliance to professional standards, state and local licensing, and regulations
- Maintain and develop external relationships with local training organizations
- Maintain and develop a culture of best practices in staff health and safety
- Ensure the physical environment, equipment, and furnishings meet facility standards; collaborate with other departments to satisfy area needs
- Collaborate with other team members in the areas of Guest Experience, Retail / Café, Facilities, Housekeeping etc. to ensure a seamless, welcoming experience for guests

Responsibilities/Tasks

- Ensure delivery of effective meetings and trainings within the department
- Provide leadership and mentoring to supervisors to support their successful development and execution of department objectives
- Proactively communicate with staff segments to develop a harmonious team
- Optimize staffing to accommodate fluctuating program enrollment and demand
- Provide input on growth of the department, bringing concepts to executive team and following through with actions



- Maintain best practices for record retention and privacy in relation to medical information, minor information, and consultation information
- Maintain strong relationships with all product and supply vendors, simplifying systems where possible and maximizing resources
- Other projects and tasks as assigned

Job Essentials

- Advanced education in related field or four-year business-related college degree, or 2 to 5 years managing a spa or healing center
- Success in managing a revenue driven business
- Demonstrated knowledge of licensing, regulation, and operations in spa industry
- Demonstrated leadership of both professional body work therapists and guest services staff
- Computer skills, including Microsoft Office Suite, booking systems, and scheduling systems
- Weekend, evening, and holiday availability