



## SPA Wellness | MUWA NISEKO in Hokkaido

A luxury hotel situated in Niseko.

### Job Information

#### Hiring Company

合同会社H-SUMMIT

#### Job ID

1557878

#### Division

Room Division

#### Industry

Hotel

#### Company Type

International Company

#### Job Type

Permanent Full-time

#### Location

Hokkaido, Abuta-gun Kucchin-cho

#### Salary

5.5 million yen ~ 6 million yen

#### Refreshed

April 23rd, 2026 15:00

### General Requirements

#### Minimum Experience Level

Over 6 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

DEPARTMENT Room Division

HIERARCHY Manager

REPORTS TO Hotel Manager

#### ● JOB SUMMARY

Step into the exceptional as our SPA/Wellness Manager, leading all aspects of spa and onsen operations with a focus on guest satisfaction, safety, and profitability. Guided by Muwa Niseko's timeless value, sophisticated comfort, and exclusive experience, you will create a sanctuary where

wellness and luxury meet, inspiring both guests and team members alike.

#### ● KEY RESPONSIBILITIES

- Lead and manage daily spa/onsen operations, including opening, closing, and overall facility maintenance.
- Recruit, train, and develop spa staff to deliver professional, high-quality wellness services.
- Oversee inventory management, vendor relations, and procurement of spa products and supplies.
- Develop and implement marketing and promotional strategies to increase spa revenue and guest engagement.
- Ensure compliance with health, safety, and hygiene regulations across all spa areas.
- Handle guest feedback, resolve complaints, and maintain high levels of customer satisfaction.
- Monitor financial performance, prepare budgets, control costs, and analyze sales data to optimize profitability.
- Collaborate with other departments to integrate spa services into overall guest experience offerings.
- Maintain detailed operational reports and present updates to senior management.
- Foster a positive, customer-focused team environment that supports professional growth and operational excellence.

#### Expected Annual Salary

- JPY 5,400,000 – JPY 6,000,000
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#### Required Skills

#### ● SKILLS & QUALIFICATIONS

- 5 years of experience in a similar position either at SPA/Wellness Retails, customer service-related field with an understanding of front-line operations and guest service.
- Willing and able to work flexible hours, including weekends, holidays, and late nights. Works well individually and as part of a team, with strong leadership and consistent high performance in the property industry.
- Handles stressful, high-pressure situations effectively, with excellent guest service skills and problem-solving abilities.
- Bilingual with knowledge of PMS System

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be all responsibilities or qualifications of the job.

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#### Company Description