



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

October 2nd, 2025 00:00

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

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.

Company Description