



SPA & Wellness Manager | MUWA NISEKO in Hokkaido

Luxury Resort | Staff Accommodation

Job Information

Hiring Company

合同会社H-SUMMIT

Job ID

1600269

Division

Room Division

Industry

Hotel

Company Type

International Company

Job Type

Contract

Location

Hokkaido, Abuta-gun Kucchin-cho

Salary

5.5 million yen ~ 6 million yen

Work Hours

8:30am - 5:30pm JST (In Accordance with Company Regulations)

Refreshed

June 30th, 2026 09:48

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

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- Complimentary staff accommodation available
- Staff discounts on hotel accommodation, restaurants, and facilities
- Social insurance
- Overtime paid in accordance with Japanese labor law

- KPI-based performance bonus from the second year of employment

● 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.

Complimentary staff accommodation is available, making relocation to Niseko easy for candidates from across Japan.

● 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

Performance Bonus

- KPI-based bonus program available from the second year of employment.

Employment Type

- Contract Employee (First Year)
- Opportunity to become a Permanent Full-Time Employee after one year based on performance.

Required Skills

● SKILLS & QUALIFICATIONS

Required

- 5+ years of experience in a Spa/Wellness management or leadership role within a luxury hotel, resort, spa, or premium wellness environment
- Strong understanding of spa operations, guest service, and team management
- Business-level Japanese and English communication skills
(Business Japanese is required to communicate effectively with the predominantly Japanese-speaking spa team.)
- Experience using Property Management Systems (PMS) and other hotel management systems
- Strong leadership, interpersonal, and problem-solving skills
- Ability to work flexible hours, including weekends, holidays, and evenings, based on operational requirements
- Ability to perform effectively under pressure while maintaining exceptional guest service standards

Preferred

- Experience working in a luxury hotel or internationally branded resort
- Experience managing multicultural teams
- Knowledge of spa treatment operations, wellness programs, and onsen facilities

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