

PR/096350 | Wellness Club Manager

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1623954

Industry
Tourism

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
November 24th, 2026 10:26

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company Overview

JAC's client, a company in the wellness and fitness industry is hiring for a Wellness Club Manager position. This hands-on leadership opportunity is for professionals passionate about delivering exceptional member experiences, maintaining premium service standards, and driving operational excellence in a membership-based environment.

Job Description

- Oversee daily club operations, ensuring all facilities, services, bookings, and member experiences run smoothly and efficiently
- Manage cleanliness, safety, facility standards, equipment maintenance, and inventory across all operational areas
- Lead daily team briefings, staff scheduling, performance monitoring, training, and service standard implementation
- Deliver a high-quality member experience by engaging directly with members, resolving concerns, gathering feedback, and supporting member retention initiatives

- Monitor operational performance, track KPIs, prepare regular reports, and recommend improvements to enhance service quality and efficiency.
- Collaborate with internal teams on member events, community engagement activities, and customer experience initiatives
- Develop, update, and enforce operational procedures and service standards throughout the club

Job Requirements

- Fluent spoken and written English and Vietnamese, with the ability to communicate confidently with members, staff, partners, and stakeholders
- Minimum 3 years of experience managing floor operations in a premium service environment such as a wellness club, fitness center, spa, hospitality venue, or similar setting
- At least 1 year of experience leading a team of five or more employees.
- Strong attention to detail and commitment to maintaining high cleanliness and operational standards
- Excellent interpersonal and communication skills with a customer-focused mindset
- Ability to remain calm under pressure and make sound decisions when handling operational issues or member concerns
- Comfortable working in an active, customer-facing environment, including weekends and special events.
- Experience training and coaching team members is an advantage.
- Experience with wellness services, membership-based businesses, booking systems, CRM platforms, or operational reporting tools is preferred
- First Aid or CPR certification is beneficial

Benefits

- Performance bonus linked to cleanliness and member satisfaction performance indicators
- Access to club facilities and recovery services
- Direct exposure to company leadership and decision-makers
- Training on operational standards, service delivery, systems, and club services
- Opportunity to contribute to operational processes, service standards, and member experience initiatives during a significant growth phase.

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