



SPA Wellness | MUWA NISEKO in Hokkaido

A luxury hotel situated in Niseko.

募集職種

採用企業名  
合同会社H-SUMMIT

求人ID  
1557878

部署名  
Room Division

業種  
ホテル

会社の種類  
外資系企業

雇用形態  
正社員

勤務地  
北海道, 虻田郡倶知安町

給与  
550万円 ~ 600万円

更新日  
2025年12月25日 01:00

応募必要条件

職務経験  
6年以上

キャリアレベル  
中途経験者レベル

英語レベル  
ビジネス会話レベル

日本語レベル  
ビジネス会話レベル

最終学歴  
大学卒： 学士号

現在のビザ  
日本での就労許可が必要です

募集要項

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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#### スキル・資格

#### ● 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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#### 会社説明