



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, 虹田郡俱知安町

給与

550万円 ~ 600万円

更新日

2026年01月22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

スキル・資格

● SKILLS & QUALIFICATIONS

- 5 years of experience in a similar position either at SPA/Wellness Retail, 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.

会社説明