

SPA & Wellness Manager | MUWA NISEKO in Hokkaido

Luxury Resort | Staff Accommodation

募集職種

採用企業名
合同会社H-SUMMIT

求人ID
1600269

部署名
Room Division

業種
ホテル

会社の種類
外資系企業

雇用形態
契約

勤務地
北海道, 虻田郡倶知安町

給与
550万円 ~ 600万円

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

更新日
2026年11月24日 06:00

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

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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.

スキル・資格

● 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.

会社説明