

PR/096350 | Wellness Club Manager

募集職種

人材紹介会社
JAC Recruitment Vietnam Co., Ltd

求人ID
1623954

業種
旅行・観光

雇用形態
正社員

勤務地
ベトナム

給与
経験考慮の上、応相談

更新日
2026年11月24日 10:26

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
流暢レベル

日本語レベル
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

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.

#LI-JACVN

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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会社説明