



## TALISKER CLUB

*Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a Spa Supervisor for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.*

*Talisker Club is Park City's only four-club, one-membership private home community presenting an incomparable collection of mountain, Main Street, backcountry and country clubs. It is situated in Utah's Wasatch mountain range, from the slopes of the Deer Valley® Resort to the valleys surrounding the Jordanelle Reservoir.*

*Please visit our website at: [www.taliskerclub.com](http://www.taliskerclub.com) to learn more.*

### **POSITION DESCRIPTION:**

**Spa Supervisor**

### **STATUS:**

**Full Time, Year Round**

### **REPORTS TO:**

**Director of Spa & Fitness**

### **PURPOSE OF POSITION:**

The Spa Supervisor leads daily spa operations, overseeing team performance, member satisfaction, and financial accountability. This hands-on role balances floor supervision with administrative duties, including schedule management, service quality monitoring, and real-time problem resolution. The Supervisor actively supports the team by covering front desk shifts, providing treatments if licensed, and stepping in during peak periods. Serving as the liaison between staff and leadership, this position fosters a culture of accountability and collaboration while delivering exceptional service that reflects the Club's commitment to our members and guests.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

*Please note that this is not an exhaustive list of everything. Key responsibilities for this position are:*

#### **Front Desk Support**

- Cover front desk shifts to help offset budget.
- Cover for illness & vacation time off.

#### **Licensed Therapist (if applicable)**

- Work one treatment shift per week to increase revenue and supplement wages.
- Cover last-minute absences or booking errors.

#### **Leadership & Operations**

- Lead, supervise, and develop spa team members.
- Oversee scheduling, staffing, and coverage to meet business needs.
- Foster a culture of accountability, collaboration, and guest service excellence.
- Monitor payroll, expenses, and revenue to ensure financial health.
- Implement company policies, service standards, and operating procedures.
- Serve as primary contact for escalated guest/member concerns.
- Support recruitment, hiring, onboarding, and ongoing staff development.
- Partner with leadership to ensure compliance with licensing, safety, and operational standards.
- Collaborate with the Director of Spa & Fitness on strategic initiatives.

### **Departmental Contributions**

- Participate in promotions, programming, and member engagement initiatives.
- Maintain cleanliness and readiness of spa treatment rooms and prep areas.
- Communicate guest and staff feedback to management.
- Support menu development by monitoring treatment demand and trends.
- Oversee inventory management and product usage.
- Oversee front desk training on spa menu, treatments and products.

### **Operations & Floor Supervision**

- Walk the spa floor to check cleanliness, room readiness, and overall presentation.
- Ensure treatment rooms are fully stocked and prepped for the day.
- Monitor appointment flow.
- Monitor schedule and balance throughout the day.
- Resolve same-day scheduling conflicts or booking errors.
- Monitor upcoming schedule to catch booking errors.
- Support front desk during peak times with check-in/out and phone coverage.
- Support front desk and housekeeping during peak times by performing locker room and spa walkthroughs.

### **Staff Leadership & Support**

- Conduct daily pre-shift huddles with team to review bookings, VIPs, and priorities.
- Check in with therapists/estheticians throughout the day to ensure they have what they need.
- Step in to cover treatment, front desk, or retail duties when needed.
- Provide real-time coaching or reminders on service standards.
- Track therapist breaks and lunches to ensure proper coverage.

### **Guest Service & Member Relations**

- Greet VIP members/guests and ensure a seamless arrival.
- Respond promptly to guest concerns, resolving issues before they escalate.
- Check in with guests post-treatment to ensure satisfaction.
- Follow up on guest feedback forms and pass along insights to Director.

### **Administrative & Reporting**

- Review daily schedule for accuracy, coverage, and potential gaps.
- Update staff assignments in the system if adjustments are needed.
- Approve/adjust timecards, confirm staff clock-ins, and monitor labor costs.
- Track treatment numbers, retail sales, and payroll against daily/weekly goals.
- Complete daily operations log/shift report for Director.

### **Retail & Inventory Oversight**

- Confirm retail shelves are clean, stocked, and merchandised properly.
- Monitor retail transactions at the desk for accuracy.
- Spot-check back bar and treatment room product levels.
- Communicate low stock or ordering needs to Retail Specialist.

### **Facility & Compliance Checks**

- Walk through locker rooms, relaxation lounges, and common areas to confirm standards.
- Ensure staff are following sanitation, safety, and licensing protocols.
- Report maintenance or housekeeping issues immediately.

**PERSONAL ATTRIBUTES:**

- Communicate and convey information and ideas clearly and professionally.
- Ability to make decisions and evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high pressure situations while maintaining a calm and professional demeanor.
- Affective in resolving conflicts including: anticipating, preventing, identifying and solving problems as necessary.
- Affective at listening, understanding, and clarifying the concerns and issues raised by members and guests and offer solutions.

**WORKING CONDITIONS AND PHYSICAL EFFORT:**

- Flexible work schedule including days/evenings/weekends and holidays.
- Must be able to work weekends.
- Medium work – Exerting up to 50 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

**QUALIFICATIONS & EXPERIENCE:**

- Spa experience / therapist preferred

**BENEFITS AND PERKS:**

- Medical / Dental / Vision / Health Savings Plan / Flexible Spending Account
- Life Insurance – Long- and Short-Term Disability
- Supplemental Insurances: Accident, Hospital Indemnity, Critical Illness
- Paid Time Off: Vacation & PTO Package; Designated Holidays
- 401(k) Retirement Plan and Employer Match
- Discretionary Bonus Program / Reward and Recognition Programs
- Employee Meal Program / Discounts on Retail
- Ski Passes & Golf Privileges

Interested candidates please visit <https://www.taliskerclub.com/careers/> and submit resume associated with position of interest.