

Soak on the Sound General Manager Position Description

We are looking for the right leader to bring his/her love, experience and skill to manage the Port Townsend, WA location of Soak Bathhouse, Soak on the Sound.

This position will report directly to the CEO/ Owner, and will be responsible for managing all the operations of the business, including financial responsibilities, staff management, client services, facilities management and business reporting.

The CEO will be available to provide leadership and support the General Manager to ensure he/she has what is needed each week to excel. The CEO will be focusing on growing the business through marketing efforts and opening multiple locations across North America.

This is a **full-time** salary (plus bonuses) position.

Accountabilities

Financial

- Revenue Maximization
 - Maximize Occupancy
 - Maximize Upsells / Increase Lifecycle Value of a Customer
 - Support Additional Revenue Channels & Pricing Modification
- Supply Bookkeeper with Needed Information
- Manage 40-Week Cash-flow Projections
- Manage Accounts Receivable & Payable
- Onsite Cash Management
- Oversee Bi-monthly Payroll
- Regular Financial Review

Facility

- Oversee Facilities Maintenance Manager
- Oversee Purchasing/ Acquisitions
- Oversee Physical Retail Space

Staff

- Oversee/ Empower Assistant Manager
- Oversee Staff
 - Manage Schedule
 - Regular Training
 - Assessment Sessions
 - Hiring / Firing
- Create Protocol Documentation to Further Empower Staff

- Other HR Responsibilities

Daily Operations

- Oversee Daily Operations (5-Days Weekly)
- Manage Reservations
- Manage Massage Operations
- Client Experience Quality Assurance
- Daily Facility Management
 - Cleanliness
 - Water Chemistry Management
 - Pump Room
 - Laundry
 - Supplies Management
- Support CEO with Communications
- Enforce Staff & Customer Policies
- Ensure Public Safety
- Manage Client Relations
- Respond to Emergent Issues
- (2-days) On-call Duty for Emergency
 - Ample relief of on-call duty available for scheduled not-on-call times
- Daily E-communications from Clients and Business Requests
- Information Management of Business
 - File Access for Relevant Parties
 - Information Security

Shift Work

- Manager is Responsible for 1-3 Spa Shifts Weekly in Addition to Management Responsibilities

Reporting

- Generate Written & Quantitative Reports on Business Operations
- CEO Reporting/ Collaboration

* Roles & Responsibilities are subject to change as circumstances and business model evolves.