Assistant Spa Manager

Body Balanced Massage Therapy Inc.

Job ID
9856

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LOCATION	DATE POSTED	EXPIRY DATE
1919 Centre St NW, Calgary, AB| Alberta	11-06-2026	08-12-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 36-38 per hour	1 year to less than 2 years	Secondary (high) school graduation certificate

Job Details

Employer: Body Balanced Massage Therapy Inc.
Position: Assistant Spa Manager
Vacancies: 1
Terms of Employment: Permanent, Full-time (30 to 40 hours per week), Morning, Day, Afternoon, Weekend, Flexible Hours
Hourly Wage: $36.00 – 38.00
Expected Start Date: As soon as possible
Work Location: 1919 Centre St NW, Calgary, AB T2E 2S7

Body Balanced Massage Therapy is a Calgary massage therapy clinic offering therapeutic massage, deep tissue massage, relaxation massage, and recovery-focused treatments. We are looking for a Spa Assistant Manager to support daily clinic operations, client service, staff coordination, appointment flow, and administrative procedures.

Duties and Responsibilities include but not limited to:
• Assist in planning, organizing, directing, controlling, and evaluating daily clinic and spa operations.
• Coordinate appointment schedules, client flow, practitioner room assignments, and front-desk priorities.
• Supervise and support administrative/front-desk staff and help coordinate communication between staff, therapists, and management.
• Implement and monitor clinic policies and procedures for client service, appointment booking, records, payments, receipts, and workplace organization.
• Respond to client inquiries, service concerns, booking issues, and complaints in a professional and timely manner.
• Support inventory control for linens, office supplies, massage products, and clinic operating materials.
• Assist with staff onboarding, training, shift coordination, performance follow-up, and administrative recordkeeping.
• Help maintain client files, intake forms, payment records, direct-billing documentation, and other confidential clinic records.
• Assist with local marketing, online listings, client retention initiatives, and coordination of promotions approved by management.
• Prepare operational reports and provide recommendations to improve client experience, efficiency, and service quality.

Position Requirements and Qualifications:

• Completion of secondary school is required.
• 1-2 years of experience in personal care services, wellness clinic, spa is required.
• Experience with appointment scheduling, client communication, staff coordination, inventory, payments, or office administration is required.
• Experience supervising staff or coordinating daily work priorities is an asset.
• Post-secondary education or training in business administration, hospitality, spa management, office administration, or a related field is an asset.
• Knowledge of massage therapy, wellness clinic operations, online booking systems, POS/payment systems, or insurance/direct billing procedures is an asset.
• Must be organized, reliable, client-focused, detail-oriented, and able to work in a fast-paced service environment.
• Must be available to work flexible shifts, including evenings and weekends, based on clinic operating hours.

Business Equipment and Computer Applications:
Spreadsheet; MS Excel; MS PowerPoint; MS Windows; MS Word; Electronic scheduler; Electronic mail; MS Office; MS Outlook; Adobe, etc.

Work Conditions and Physical Capabilities:
Fast-paced environment; Repetitive tasks; Attention to detail

How to Apply:
If you are interested in the position and would like to join and grow with us, we encourage you to send us the Resume and Cover Letter by email to bbmt.yyc@gmail.com

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