Sovarel Village

We're Hiring!



JOB SPECIFICATION DOCUMENT: **CENTER MANAGER**

1. Position Overview

Position	Center Manager
Department	Operations
Location	Sovarel Village — Gurugram (Two Centres)
Reports To	Director / Founder, Sovarel Village
Employment Type	Full-Time, On-site

2. Job Purpose

The Center Manager is responsible for the end-to-end running of a Sovarel Village centre — ensuring smooth daily operations, consistent SOP compliance, accurate financial tracking, and the achievement of monthly sales and service targets. This role is the operational backbone of the centre, translating Sovarel's wellness philosophy into a well-run, profitable, guest-first business every single day.

3. Key Responsibilities

Daily Centre & Operational Management

- Oversee complete day-to-day functioning of the centre, including opening/closing procedures, staff attendance, and duty rosters.
- Ensure all Standard Operating Procedures (SOPs) — for guest handling, hygiene, therapy delivery, and front-desk conduct — are followed fully and consistently by every team member.
- Coordinate across departments (therapists, GRE, housekeeping) to ensure seamless guest experience from entry to exit.
- Conduct regular floor walks and spot-checks to maintain Sovarel's quality and ambience standards.

Financial & Cash Management

- Manage daily cash collection, billing, and reconciliation with zero discrepancy.
- Ensure accurate handling of petty cash, vendor payments, and daily deposit protocols.
- Maintain audit-ready financial records for the centre at all times.

MIS & Reporting

- Prepare and submit daily, weekly, and monthly MIS reports covering sales, footfall, cash position, and staff performance.
- Flag operational or performance gaps proactively to management with corrective action plans.

Sales, Targets & Reviews

- Own the monthly sales target for the centre — memberships, packages, retail, and walk-ins.
- Drive local marketing tie-ups, referral programs, and guest retention initiatives in coordination with the marketing team.
- Monitor and respond to online reviews (Google, social media) and guest feedback to protect and improve centre reputation.

Team Management

- Supervise therapists, GREs, and support staff; ensure discipline, grooming, and service standards are upheld.

- Conduct daily briefings and periodic performance reviews of centre staff.

4. Eligibility Criteria

Gender	Male or Female
Experience	1–3 years in luxury wellness, premium hospitality (hotels), or airlines industry
Education	Graduate in any discipline (Hospitality/Management background preferred)
Languages	Fluent in Hindi and English (spoken & written)
Age Group	22–35 years (indicative)

5. Skills & Attributes

- Strong operational discipline and eye for detail
- Confident, professional communication with guests and staff
- Basic proficiency in MS Excel / MIS reporting and billing software
- Ability to lead a small team and manage multiple priorities under pressure
- Prior exposure to luxury service standards (hotel, airline, or premium spa background strongly preferred)

6. Compensation & Benefits

Fixed Salary	Best in industry, based on experience and interview assessment
Incentives	Monthly performance-linked incentive on sales & centre targets
Insurance	Group health insurance coverage as per company policy
Annual Bonus	Performance-linked annual bonus
Other Benefits	Complimentary wellness sessions, growth-linked appraisals

7. Growth Path

High-performing Center Managers are considered for Cluster Manager / Operations Head roles as Sovarel Village expands to new locations.