



Massage Therapist- Job Description (On Call)

Qualifications

High school diploma or equivalent

Valid California massage therapy license required

At least one year customer service experience required

Must be authorized to work in the United States

Must be able to read, write and speak English

Must have a strong passion for assisting guests in attaining their beauty and wellness goals

Must be able to work well under pressure

Must be able to learn the product and service knowledge necessary to effectively provide wellness solutions to meet the needs of our guests

Must be able to accurately follow instructions, both verbally and written

Must be highly detailed orientated

Must be able to work in a fast-paced environment

Responsibilities

The Massage Therapist is responsible for administering body treatments and massages to guests

This person will provide exceptional service to create an extraordinary guest experience

The Massage Therapist shall strive to provide exceptional service to both internal and external guests at all times

Provides prompt service with each appointment and performs services within the appropriate allotted time

Reports to work on time and according to posted schedule

Provides general spa information for guests

Provides consistent professional body treatments in accordance with spa protocols and accepted certification practices

Properly cares for the equipment and uses proper amounts of product to assist with cost controls

Has complete knowledge and understanding of all

Must have excellent listening and communication skills	services and products while educating and training guests in these areas
Must be professional in appearance and demeanor	Actively promotes monthly membership programs
Must always ensure a teamwork environment	Upholds the standards of sanitation and sterilization as directed by law and the spa's policies and procedures
Ability to work a flexible schedule that may include evenings, weekends and holidays	Maintains an up to date working knowledge of all resort amenities as well as any special events
Must have the ability to deal effectively and interact well with the guests and Colleagues	Up sells other spa services and amenities to guests
Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner	• Performs prep work and properly cleans and restocks room as required
Must be able to stand on feet throughout the day, with intermittent periods of walking	Communicates to management any and all occurrences involving staff or guests in the spa that require attention
Must be able to lift & carry, or pull up to 30 lbs occasionally	Actively promotes the spa, treatments, services, clinics and retail as well as programs, promotions and/or discounts available
Must show proof of self-liability Insurance	Handles guests' questions and concerns professionally and courteously
	Provides accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction
	Possesses the ability to work without direct supervision
	Maintains a positive attitude and contributes toward a quality work environment
	Regularly attends, participates in and supports training and staff meetings for the spa

Adheres to all duties assigned by Spa Manager

Maintain detailed records of massages, treatments, and therapies performed on each spa guest

Clean and sanitize work areas, changing treatment room sheets, and sterilizing all instruments and equipment before and after each use

Follow all COVID19 related sterilization and sanitation requirements prior to each treatment in accordance with federal, state and local laws

Salary: Commensurate with experience