



Massage Therapist Job Description

Job Overview

The Massage Therapist administers professional massage and body treatments to our guests. They must have a thorough knowledge of numerous massage modalities, possess a general understanding of body treatment, and be willing to train in our spa's specific massage and body treatment offerings. They must possess excellent communication skills and be able to learn the products and service knowledge to effectively provide solutions to meet the needs of our guests. They must hold and maintain a current New York State License.

General Responsibilities

- Be on time for your shift, prompt with each appointment, and perform services within the appropriate time allotted for the service.
- Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices
- Effectively inform and educate our guests about specific wellness concerns.
- Properly care for equipment and use proper amounts of products to assist with cost controls.
- Have complete knowledge and understanding of all services and products offered.
- Uphold the standards and of sanitation sterilization, as directed by law and the spa's policies and procedures.
- Perform prep work, properly clean and restock rooms as required.
- Actively promote the spa treatments, services, and retail, as well as programs, promotions, and discounts available.
- Handle guest questions and concerns professionally and courteously.
- Possess the ability to work without direct supervision.
- Maintain a positive attitude and contribute towards a quality work environment
- Regularly attend, participate in, and support training and staff meetings for the spa.
- Assist in all areas of the spa operations as requested by management.
- Communicate to management any and all occurrences involving staff and guests in the spa that require attention.

Job Qualification

Education:

- High school diploma or equivalent
- Must hold and maintain a current New York State License

Experience:

- Must have the enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality
- Excellent communication and listening skills, as well as basic computer knowledge.
- Must be a team player

Discretion/Independent judgment:

A Massage Therapist will be expected to work with guests and visitors to ensure satisfaction. A Massage Therapist will have to take initiative and get creative in resolving guests' challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements:

- Ability to speak and hear
- Must be in healthy physical shape
- Close and distant vision
- Frequent sitting and standing with someone walking and standing
- Ability to lift 5 - 10 lbs.
- Occasionally lifts/carries up to 25 lbs.
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills.
- Able to reach hands and arms in any direction and kneel, stoop and crouch repeatedly

Working Conditions:

- Primary indoor work setting
- Varying schedule to include evenings, weekends, holidays, and extended hours as business dictates.

*While this outline attempts to be all-encompassing, this position is expected to evolve beyond these categories. As you become more familiar with the operations of AgeLess SPA you will be expected to make suggestions on policies, procedures, and controls and to call on members of your team to help you accomplish these objectives.

I have read and accepted the responsibilities of my job description and I am committed to upholding the standards of quality and care of AgeLess SPA The Skin Bar as described above.

Employee (print name): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____