



MASSAGE THERAPIST

SUMMARY:

Massage therapists work closely with the Lead Massage Therapist and additionally report to the Spa Supervisor and Spa Director. The key role of a massage therapist is to participate as a positive member of the spa team and deliver professional, therapeutic, and rejuvenating massage therapies & body treatments to the spa guests. Massage therapists are also responsible for ensuring that the spa environment is kept tidy, that all SOP's are followed at all times, and that each guest receives an optimal spa experience.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service and safety protocols and guest satisfaction at all times
- Greet each guest with professionalism and courtesy
- Assess and accommodate guest's need by inquiring about any specified preferences and any physical well-being or treatment guidelines
- Conduct all treatments according to set treatment guidelines
- Demonstrate thorough knowledge of all spa services and utilized products
- Consistently adhere to draping policy when performing all treatments
- Perform all core spa treatments listed on massage menu as well as additional seasonal treatments
- Maintain committed to availability and noted scheduling capabilities
- Maintain a clean, organized, and well-stocked
- Support spa team members with constructive and effective communication related to spa operations and guest service needs
- Complete the logging of any noted health concerns or guest notes into the spa system
- Communicate any immediate guest needs to Spa Concierge
- Arrive for first service 15 minutes prior to start time and complete work 15 minute following the last treatment unless otherwise remaining to assist with spa tasks or projects noted by Spa Director
- Maintain all guest privacy requirements as noted in guest privacy SOP
- Support safe work habits and a safe working environment at all times
- Other duties and jobs may be assigned as needed by supervisor

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 2 years resort/hotel spa experience

- California State Certification of Massage
- Maintain National Certification and Continued Education Units with NCBTMB (or within 90 days of hire)
- Excellent verbal and communication skills
- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy
- Knowledgeable of the spa environment and experience
- Outstanding interpersonal, guest service, listening, and problem-solving skills
- Must be highly organized and detail oriented
- Knowledgeable of computer booking software preferred
- Must meet legal age requirements for the position.
- Must be able to work independently
- Must provide valid document(s) to work in the US

EDUCATION/EXPERIENCE:

- High school diploma or equal to a GED; two years' experience in related field

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required
- California State Certification for Massage

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.

- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.