



POSITION DESCRIPTION: SPA MASSAGE THERAPIST

Division/Department: General Spa

Reporting Relationship: Spa Management/Owner

Location of Employer: Tampa, Florida

Job Classification: Team Member

Employment Status: Contract

Pay Structure: Commission + Bonus

Professional Objectives: To deliver spa treatments according to protocols and rituals guaranteeing guests the ultimate spa experience. Therapists must portray a professional self-image and master treatment/product technical knowledge and skills. Body therapists are expected to invest in self-education to ensure growth.

Position Activities and Responsibilities:

- To perform all treatments according to spa protocols and rituals
- Skilled on all body treatments offered on the spa menu
- Interacts cooperatively with other spa team members to provide a seamless guest experience
- Discovers guests' needs and makes appropriate treatment and home care recommendations
- Presents warm, gracious, and professional persona toward guests and coworkers
- Adheres to a high professional image standard in dress, appearance, language, and lifestyle
- Practices the highest standard of sanitation, neatness, and visual presentation
- Actively builds repeat clientele
- Maintains treatment suite inventory
- Completes treatment quality assurance form
- Attends and participates in all general and team meetings
- Attends all in-house training and commits to continuing education
- Attends monthly, weekly and daily shift line up meetings
- Open to coaching, role playing and improvements to perfect skills
- Participates in all aspects of marketing/special events planning and execution
- When asked, evaluates potential new team members for various positions
- Mentors/trains new team members to help them grow
- Completes daily check list of cleaning obligations and abides by all county, state, and local laws and regulations regarding sanitation, cleanliness, and safety
- Adheres to work schedule and has good work ethics
- Team player and assists others whenever asked or without asking
- Maintains a positive and professional attitude and sets and achieves goals and targets
- Assists with laundry and spa cleaning, even if an assistant is available
- Assist the owner and spa management with the coordination of special events such as: trade shows, marketing events, bridal expos, career nights, employee parties. etc.



Desired Qualifications:

- Valid massage license
- Valid body wrap license
- Specialized skills in deep tissue, pregnancy massage, Shiatsu, Sports, and Ayurvedic massage, hot/cold stones, knowledge of aromatherapy
- Guest service oriented with ability to deliver the ultimate spa experience
- Experienced with body treatments including the use of Hydrotherapy and Vichy Shower equipment
- Ability to follow protocols and directions
- Trained on all aspects of body services
- Experienced therapist
- A professional

Behavioral Characteristics:

- Guest service oriented
- Enjoys team environment and interaction with co-workers
- Excellent communications skills
- Flexible and cooperative
- Good organizational skills and follow-through
- Able to multi-task and improvise as needed
- High energy, able to work in a fast-paced environment
- Good with time management, prompt, completes treatments within assigned time
- Good sense of humor
- Self-motivated and positive
- Able to work well under pressure
- Seeks out knowledge and enjoys learning
- Strives for professional growth
- Welcomes change and new challenges
- Focuses on continuing education