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## Registered Massage Therapist

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Reports to: Spa Manager, Assistant Spa Manager, Head Esthetician

**\*\*\*Annual Association Fees will be reimbursed after 1<sup>st</sup> year of employment\*\*\***

### Scope

To create a comfortable and relaxing experience for guests through customized massage.

### Duties & Responsibilities

- Massage (Relaxation, Aromatherapy, Deep Tissue, Pregnancy & Hot Stone) & Body Treatments
- Maintain Cleanliness of Workspace (includes rooms, waiting area)
- Restocking treatment rooms
- Assist with Inventory
- Ensure each client receives a refreshment at the end of each treatment
- Arrive 15 minutes prior to first appointment

### Physical Demands

- Lifting 20lbs maximum
- Frequent lifting and/or carrying up to 10lbs
- Requires significant walking/standing
- May involve sitting with pushing and pulling of arms & legs controls

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## Desired Skills & Attributes

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### Knowledge

- Grade 12 or equivalent
- Graduated from a recognized Massage Therapy College
- 2200 hrs program required
- Must belong to a recognized Association within Alberta
- 2 years of customer service/retail experience
- Fluency in second language an asset

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### Skills & Attributes

- Ability to work in a team environment and independently
  - Ability to multitask
  - Comfortable performing all massage therapy treatments
  - Emotional Maturity
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### 4 Diamond Service

- Guest is picked up from waiting area at exact time (or earlier) of scheduled appointment
- Service is fulfilled for the entire duration of the appointment
- Associate exhibits a professional vocabulary in all communication with guests
- Associate is always properly attired in business attire, with clearly visible name tag
- Anticipates guest's needs or offers a personalized recommendation
- Associate is efficient yet unhurried and sensitive to the manner of the guest
- Associate exhibits a sincere desire and compliance to all guest requests