

# Adventure 212 Spa

## Massage Therapist Job Description

**Job Title:** Massage Therapist  
**Department:** Spa 212  
**Reports To:** Spa Manager  
**FLSA Status:** Hourly with Commission

### Summary:

Applies manual techniques and adjunctive therapies with the intention of positively affecting the health and well being of the client by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Applies the techniques of scientific massage to assist in the rehabilitation of sprains, strains, fractures, and dislocations, as well as to help eliminate pain from neurotic, arthritic, and rheumatic conditions.
- Applies massage to relieve various forms of paralysis, insomnia, migraine headaches, and other conditions caused by poor functioning of the nervous system.
- Stimulates the circulatory system with massage to reduce convalescent periods and improve many conditions after surgery.
- Provides relief of muscle tightness caused by stress and shortens recovery time for injured athletes with massage therapy.
- Works with various agents to complement massage, including application of heat and light, hydrotherapy (water treatment), and exercise.
- Market the spa and themselves on a regular basis (2 hours per week)
- Complete “soap notes” and return paperwork back to proper file area. Note: routine audits of soap notes will be conducted to insure compliance standards are met.
- Set up/clean up for spa events or personal services.
- Complete daily and weekly cleaning duties and record results at designated location.
- Attend spa meetings 1x per month.
- Arrive 10 min before all scheduled appointments.
- Maintain consistent and standardized work hours, as agreed upon with your manager. All changes in scheduled times must be approved by your manager ahead of time. **(If you need to change your hours for a personal reason you must find someone to cover your shift, illness being the one exception).**
- Each individual is responsible for implementing schedule trade if required. Both individuals must agree to the trade before placing it on the schedule.
- Check email at least twice every day, once in the morning when you arrive and once in the afternoon or evening before you leave. Reply to every email on the same day.
- Check with the front desk everyday to make sure that you don’t have any messages.
- **Make all necessary follow up calls to guests, visitors and prospects within 24 hours of first contact.**
- Establish a personal work calendar to track company meetings, staff meetings, department meetings and customer meetings.
- Update and check calendar daily. It is your responsibility to verify all time off or out times are correctly recorded on your calendar.
- Communicate with Spa manager a minimum interval of weekly (e-mail, phone, text, in person) to review time management skills, accomplishments and progress.

- Be respectful to all customers and clients of the club and spa.
- Be respectful to co-workers. Resolve issues quickly without knowledge of customers or clients. If issue cannot be resolved, involve the spa manager immediately.
- Mistakes can and will happen, and it is your responsibility to know and check your schedule to ensure all information and times are correct. If an error is discovered, it is your responsibility to work with the appropriate people to correct the error quietly and quickly.
- Help others whenever you have the ability to do so. And request help from others when needed.
- Empower yourself to set goals, think like a business owner and manage your weekly goals, activity requirements and reporting so that your associates don't have to remind you what needs to be done and how.
- If you have an idea of an event / promotion that you would like to do put together a proposal outlining the details and turn it in to your supervisor.

#### **Pay for Extra Services or Products Used:**

- It is the responsibility of the therapist to collect pay for extra services provided to customers during sessions.
- It is the responsibility of the therapist to pay for extra products used for customers during sessions that is not billable to the customer.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information.
- **Design** - Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management** - Completes projects on time and budget.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Prepares and supports those affected by change.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Solicits and applies customer feedback (internal and external); Improves processes, products and services.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities
- **Strategic Thinking** - Develops strategies to achieve organizational goals.
- **Judgment** - Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Completes work in timely manner; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Internet software; Spreadsheet software and Word Processing software.

**Certificates, Licenses, Registrations**

- Wisconsin Licensed Massage Therapist
- Completed course work in massage therapy.
- Certified massage and body worker.

**Other Qualifications**

- Other certifications for specific modalities

**Physical Demands:**

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

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; climb or balance and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually quiet.