



## Job Description

**Department:** Spa

**Job Title:** Massage Therapist

**Full Time**

**Part Time** X

**Admin/Manager**

### **Position Overview:**

- Support and promote the image, service and standards of Moonstone Spa at Oregon Gardens.
- Perform all massage and body treatments in a clean, peaceful and relaxing environment.
- Be a resource to guests on skin, massage therapy and products.
- Be a team player, promoting Moonstone Spa at Oregon Gardens and the entire resort.

### **Essential Functions:**

- Guide the guests through their entire journey.
- Fulfill any reasonable requests of the guests and management.
- Assess contraindications of guest that may prevent all or part of a service from taking place.
- Ensures guest satisfaction and comfort throughout the entire spa journey.
- Communicate with management and other team members, regarding guest or service concerns.
- Perform all massage and body treatment therapies as prescribed by spa protocols.
- Punctual and consistent attendance and performance of job duties.
- Maintain proper start/stop times for treatments, per protocols.
- Sets the ambiance for relaxation.
- Restock and refill products and supplies in the treatment rooms.
- Maintain condition of spa.
- Maintain and clean treatment rooms and equipments.
- Assist other team members in keeping the dispensary clean and organized.

- Understands all professional skin and body care products and their proper usage.
- Promote body care products to all guests.
- Attend all educational events and meetings.
- Perform receptionist duties when needed.
- Know how to schedule services and handle financial transactions accurately and efficiently.
- Perform other duties assigned by management.

### **Knowledge, Skills and Experience**

- Certified graduate from an Accredited School of Massage Therapy.
- Licensed by the state of Oregon.
- Minimum two years resort, hotel or destination spa experience.
- Expertise in a variety of massage
- Ability to learn and perform massage and body treatments and spa protocols.
- Exceptional customer service.
- Presents a professional and well-groomed appearance at all times.
- Able to work AM and PM shifts, holidays and weekends.
- Knowledge of spa services and products.
- Ability to enter correct and appropriate information, regarding the spa, guests, services and transactions.
- Skill in managing multiple tasks.
- Ability to read and write in English.
- Ability to communicate with guests and coworkers in a pleasant and professional manner.
- Skill in conflict resolution techniques and practices.
- Ability to work in a team environment.
- Ability to prioritize activities.
- Ability to accurately handle basic financial transactions.
- Ability to work in an organized and efficient manner.

### **Learning Development Demands**

Reasoning- Apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form.

Mathematical- Add, subtract, multiply and divide all units of measure. Perform the four operations with common and like decimal fractions. Perform arithmetic operations involving monetary units.

Reading- Read a variety of materials such as magazines, books, Internet information, and safety rules.

Speaking- Speak to guests with poise, voice control, and confidence, using correct English grammar and well-modulated voice.

Writing- Write reports and essays with proper format, punctuation, spelling, and grammar, using all parts of speech.

**Physical Job Description:**

Typical Working Conditions:

Comfortable working temperature - both heat and air conditioning when needed. Will be working with professional skin care and body treatment products and tools. Will share space with other people. Will thoroughly disinfect all tools/devices used for/on guests during services.

Typical Equipment Used:

Massage table, swivel stools, table heating pad, magnifying lamp, hot towel cabinet, sterilizer, warmers, computer, phone, dishwasher. Other spa related equipment.

Essential Physical Tasks

Keyboarding, phoning, organizing data, standing for extended periods of time, meeting/talking with people, will continuously be providing spa services to guests.

**Specialized Demands:**

Frequently (34%-66% of the time)

Occasionally (1%-33% if of the time)

Rarely (less than 1 hour per week)

Lifting

Fewer than 10 pounds frequently, 11-50 pounds  
occasionally, and 51+ rarely

Pushing/Pulling

10-20 pounds, occasionally

21-100 pounds, rarely

Driving

Manual transmission rarely

Automatic transmission rarely

Twisting/Turing

Reaching over shoulder, frequently

Reaching over head and reaching outward frequently

Squatting, kneeling, crawling, climbing occasionally

Walking on normal, uneven or slippery surfaces

frequently

### **Acknowledgment**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type. Employment is "at-will" and may be terminated at any time by the employee or the employer with or without cause or notice.

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Signature of Employee

Date