

POSITION DESCRIPTION

JOB TITLE: Lead Therapist (Full-Time)

DEPARTMENT: Aquaterra Spa

REPORTS TO: Spa Manager

ESSENTIAL PURPOSE: To effectively oversee the operation of Aquaterra's therapists and to ensure service commensurate with a first-class spa facility.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To perform, as qualified, various types of massage on hotel guests and patrons.
- To ensure all service providers are in compliance with specified procedures (i.e., on-call status, changing or requesting off for a scheduled shift, timeliness of therapists appointments, etc.)
- To provide information and suggestions to inquiring guests.
- To train and encourage spa staff to actively promote the sale of spa services and products.
- To monitor the cleanliness of all areas, including dispensary and treatment rooms.
- To ensure that the dispensary and treatment rooms are properly stocked with necessary products and equipment.
- To train therapists in the amount of products to use to avoid wasteful excess.
- To train all new therapists on procedures and operational issues.
- To ensure that all therapists comply with the dress code and uniform policy established by the department.
- To communicate with the Spa Manager on a regular basis regarding issues and needs of therapists.

- To work with the Spa Manager on creating and promoting new services.
- To provide feedback and input on employee performance reviews.
- To ensure all necessary equipment is in property working condition.
- To monitor professional skin care product usage to prevent waste and loss.
- To ensure all service procedures are following proper intake form procedures.
- To monitor and maintain inventory control of all professional spa products.
- To monitor inventory levels of skin care retail products.
- To create and update service protocols as needed.
- To work with the Spa Manager to promote teamwork and assist in the retention of spa staff.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Must be licensed in Cosmetology and/or be a graduate of massage school. Must be capable of “Swedish” and other advanced methods of massage. Previous hotel/resort experience preferred. Current CPR certification preferred.

SKILLS AND APTITUDES: Safety-minded. High quality standards for production and service. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors throughout shift in small, temperature-controlled, clean, low-lit massage rooms, and bright airy facial rooms. Must be available at least four days per week.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Requires upper body strength and stamina to perform routine job tasks. May be required to assist guests on/off table. Must be capable of performing eight to twelve massages during an eight hour work day. Frequently required to handle and move objects weighing up to 30 lbs. over short distances. Reaches and lifts to perform routine job tasks. Hands often exposed to various water temperatures. Must be able to tolerate heat for extended periods of time. Must be flexible to work long, sometimes irregular hours, to accommodate operations.

IMPACT OF DECISION: Decisions directly impact customer service and departmental profitability. Poor decisions may result in loss of revenues, due to unprofessional behavior, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____

Supervisor signature

Date: _____