

POSITION DESCRIPTION

JOB TITLE: Massage Therapist (Temporary/Seasonal)

DEPARTMENT: Spa

REPORTS TO: Spa Director

ESSENTIAL PURPOSE: To provide professional, therapeutic and rejuvenating massage therapies and body treatments to spa guests.

ESSENTIAL DUTIES:

- i To understand and respond to all guest needs and requests in a timely and professional manner.
- i To understand and explain the benefits and products used in all spa treatments.
- i To perform, as qualified, various types of massage on hotel guests and patrons.
- i To assess and accommodate guest needs and to make inquiries about physical well being according to treatment guidelines.
- i To effectively cross-promote all spa services.
- i To conduct all treatments according to specified guidelines, including following draping policy.
- i To participate in staff meetings, training, product knowledge classes and team efforts.
- i To perform at least two guest contact employee services per month as occupancy allows.
- i To perform turn-down massages, as scheduled.
- i To perform all massage and body treatments offered in the spa brochure.
- i To have a comprehensive understanding of contra-indications and health concerns.
- i To follow established Intake Form procedures.
- i To understand and adhere to established treatment room opening and closing procedures.

- i To be available at least 3 days a week, weekends, evenings and holidays.
- i To maintain a clean, organized, well-stocked and safe working environment.
- i To assist the Spa Department, as needed, to maintain a productive and cohesive work environment.
- i To follow all specified procedures to document massage services, including setting reservations; signing in guests; and filling out massage paperwork.
- i To provide information and suggestions to inquiring guests.
- i To actively promote the sale of spa products.
- i To follow all policies and procedures of JC Resorts LLC.
- i To immediately report all suspicious occurrences and hazardous conditions.
- i To maintain the cleanliness and safety of work areas at all times.
- i To practice safe work habits at all times, to avoid injury to self and others.
- i To comply with company and departmental health and safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- i To attend all mandatory meetings as directed.
- i To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Must have California Certification of Massage or Equivalent, and CPR certification (no later than 90 days from date of hire). Minimum of 2 years of professional massage experience preferred. Must maintain up-to-date National Certification and Continuing Education Units. Previous hotel/resort experience 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, guest rooms, and bright airy facial rooms. May also be required to conduct massages outside if weather is suitable.

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 8 to 12 massages during an 8-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.

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: This position is classified as Temporary. Temporary employees (also referred to as seasonal employees) are defined as those employees holding jobs of limited duration due to the seasonality of the hotel or golf course property or arising out of special projects, abnormal workloads, or emergencies. While Temporary employees are hired for a period of time not exceeding 12 months, Temporary employees will not experience a change in status simply because they remain in the Company's service for a longer period. Temporary employees who are rehired within 180 days of completion of their services will be reinstated and credited with prior periods of continuous employment with the company. Upon completion of the Introductory Period, employees in this category may participate in the same benefits provided to Part-Time employees (certain benefits may have shorter waiting periods for eligibility).

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: _____