



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Massage Therapist
DEPARTMENT:	Spa
REPORTS TO:	Spa Manager
GRADE:	Range 2, Plus 18% Commission
FLSA STATUS:	Non-exempt
SUPERVISES:	None
JOB SUMMARY:	This team member performs massages and/or body treatments, and consistently provides the highest possible standard of treatment for guests

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Assesses guest needs before beginning service to ensure the highest possible standard of treatment
2. Provides massage services to guests using approved props and/or products
3. Provides body treatments to guests using body scrubs, wraps, and/or hydrotherapy
4. Keeps up-to-date with current techniques and trends related to the field of work
5. Arranges workstation and treatment rooms to provide comforting and relaxing environment
6. Checks frequently with guests to promote comfort, safety, and security throughout service
7. Promotes and sells Spa services and products, including retail offerings
8. Creates lasting relationships with guests by contacting them to follow up on services, suggesting new products, and inviting them to upcoming events
9. Cleans, maintains, and sterilizes tools. Maintains cleanliness of workstation and/or treatment room throughout each shift, disposes of trash and dirty linens, and secures supplies and equipment at the end of each shift
10. Monitors and adheres to the appointment schedule throughout each shift
11. Maintains current skills and applicable licenses
12. Reports accidents, injuries, and unsafe work conditions to the Spa manager; completes safety training and certifications
13. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
14. Performs all duties in a manner that adheres to the standards established by Win-River Resort & Casino's guest service program
15. Other duties as assigned by the Spa Manager

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EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred
- A current applicable license to perform related duties, is required

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- Knowledge of spa/salon products to improve revenue in a retail environment is required
- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive fashion is required
- Knowledge of Microsoft Office applications and online point of sales systems is preferred
- One (1) year of minimum experience is preferred

PHYSICAL REQUIREMENTS

The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, or sit for an extended period of time, up to eight (8) hours or more, is required
- The ability to use office equipment including, but not limited to, a computer keyboard, calculator, general office equipment and multi-line telephone, is required
- The ability to lift up to fifty (50) pounds is required

WORKING CONDITIONS

The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions

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- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

OTHER INFORMATION

- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace; applicants must be able to pass a pre-employment drug and alcohol screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete, or modify without notice

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