



## Position Description

**Position Title:** Massage Therapist

**Reports to:** Spa Director & Spa Coordinator

**Date:** May 2018

### Job Summary:

Massage Therapists follow different techniques in order to manipulate body tissues to relieve discomfort and to ease muscle tensions. They provide all services accurately and thoroughly, in accordance with established procedures. They should cultivate new client relationships and ensure retention of existing clientele and display the highest level of customer service in strict accordance to service standards.

### Duties and Responsibilities:

- Assess clients' soft tissue condition, joint quality and function, muscle strength, and range of motion.
- Confer with clients about their medical histories and any problems with stress and/or pain in order to determine whether massage would be helpful.
- Develop and propose client treatment plans that specify which types of massage are to be used.
- Massage and knead the muscles and soft tissues of the human body in order to provide courses of treatment for medical conditions and injuries or wellness maintenance.
- Prepare and blend oils, and apply the blends to clients' skin.
- Provide clients with information about the benefits of balance, and encouraging them to explore other services and modalities offered at The Marsh.
- Refer clients to other types of therapists when beneficial.
- Acknowledges and greets all guests and offers friendly, prompt, and courteous service.
- Demonstrate and recommend products that are appropriate for client's specific needs.
- Maintain current and thorough customer records.
- Build a solid book of business through referrals and utilization of provided marketing and promotional materials.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Maintain a positive attitude and contribute toward a quality work environment. Regularly attend, participate in and support training and staff meetings for the spa.
- Actively participate in Marsh hosted events, such as our Member Holiday and Anniversary events.

### **Position Requirements:**

- The ability to handle the physical demands of a massage therapist, including standing for up to eight hours a day.
- The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue.
- Must be detail-oriented, organized and have the ability to multi-task.
- Ability to be efficient and productive in a fast-paced environment.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- An ideal Marsh employee possesses the following attributes:
  - Positive attitude
  - Warm and sincere personality
  - Friendly
  - Enthusiastic
  - Good listener, with the ability to communicate with different types of personalities
  - Team player
  - Skilled technician

### **Education and Experience Requirements:**

- Prefer minimum of 3 years of experience in related field - exceptions may be made with letters of recommendations from Massage Therapy School Instructors
- Massage Therapy Certificate, Diploma, Associate degree

*Equal Opportunity Employer - The Marsh will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance or any other legally protected status.*

### **The Marsh, A Center for Balance and Fitness**

The Marsh, A Center for Balance and Fitness, is an independent fitness facility situated on the edge of a natural wetland in Minnetonka, Minnesota. Founded on a mind-body philosophy of well-being, The Marsh offers an integrative approach to health by blending practices grounded in Western medicine with safe complementary therapies such as acupuncture, tai chi, meditation and massage therapies. We are home to a medically-based fitness center, lap swimming and warm water therapy pools, group exercise and Pilates studios, full service spa, restaurant, shop, conference rooms, overnight guest rooms and unique meditative spaces. Our popular lecture series features guest speakers from around the world who share similar interests and passions, especially in engaging the community in conversations about health and fitness.

### **Contact Information**

Please submit all resumes to [spajobs@themarsh.com](mailto:spajobs@themarsh.com)