

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Spa Therapist	LOCATION:	Hamilton Island
DIVISION:	Spa	DIRECT REPORTS:	Nil
REPORTS TO:	Spa Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	January 2014		

JOB PURPOSE

To provide all treatments on the Spa menu of services with a high standard of excellence and attention to guest satisfaction. Perform all the duties entailed in the daily operations of the Spa in an efficient manner by supporting other team members with a positive attitude and a strong work ethic

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Provide all treatments as required on the Spa menu of services
- Have a strong and thorough knowledge of all products used, treatments and services offered by the Spa as required to provide these services in the role of Spa therapist
- Meet the weekly and monthly retail targets set down in the Spa budget and as directed by the Spa Manager
- Perform each treatment as per treatment booking and with particular attention to managing control of product to avoid any waste
- Conduct soft tissue body massages of the muscles, tendons and ligaments to assist in healing
- Administer spa treatments to promote relaxation, improve circulation and relieve muscle tension
- Use essential oils, herbal and mineral therapies to assist in body recovery
- Assess and treat specific soft tissue areas and provide correct advice on rehabilitation for guests
- Make assessment of guests physical condition and advise on relaxation and stretching techniques to use
- Clean treatment room before and after each guest to ensure that the treatment room is to standard and ready for the next treatment
- Ensure sufficient stocks of appropriate linen, robes, and slippers are available at all times, and arrange laundering as required
- Assist in the preparation of baths and other body treatments, ensuring ingredients are ready for therapists use as required
- Keep all internal and external areas of the Spa clean, tidy and hygienic, ensuring that an adequate level of cleaning materials and products are available
- Be available to participate in any additional training in treatments and retailing to continually improve own performance
- Keep abreast of the Spa industry both in the domestic market and the international market to aid in personal and professional development of self to enhance performance

EXPERIENCE & QUALIFICATIONS

- Certificate IV or Diploma qualifications in Remedial Massage and/or Beauty Therapy (Essential)
- Current First Aid and CPR Certification (Essential)
- Thorough knowledge and experience of quality Day Spa operations (Desirable)
- Li'tya / Waterlilly / Sodashi product knowledge (Desirable)
- Qld driver's licence (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Friendly and enthusiastic attitude
- Reliable and flexible attitude

KEY WORKING RELATIONSHIPS

- Spa Department and staff
- Guests and residents of Hamilton Island
- Guest Services Departments
- HIE Executive Team and Stakeholders Template

