



JOB DESCRIPTION – Massage Therapist

Our Goal - “To be universally recognised as New Zealand’s top tourism experience”

Reports to

Day Spa Manager

Place of work

The position will be domiciled at Tekapo Springs 6 Lakeside Drive, Lake Tekapo.

Hours, salary, conditions

A minimum 35-hour week or as required to meet deadlines and complete key tasks/projects. Due to the nature of the business, weekend and evening work will be required from time to time. The Massage Therapist will be provided with all the tools required to execute this role.

Business of the employer

Tekapo Springs is a multi-faceted tourism product offering outdoor hot pools, ice rink (Trippo water slide in summer), snow tube and terrain park (artificial slide in summer), a day spa and licensed café. Our business is leisure tourism for domestic and international visitors and caters essentially for everyone from the very young to the elderly. We have a high level of family visitors.

Values of the employer

OUR CORE VALUES – are the heart and soul of OUR business.

These are the things that will NEVER change no matter what – the CORE values are what define us and sets us apart - but more importantly they define our PURPOSE. The Therapist will share responsibility for upholding these values and instilling them into colleagues, regularly demonstrating them through his/her actions and execution of daily tasks.

- NOTHING is a problem
- Our SERVICE – second to none
- EXCELLENCE and REPUTATION of being part of something special and acting accordingly
- FUN – do what you love and love what you do
- PRIDE – we take pride in everything we touch
- SUSTAINING a valued partnership with the environment
- PRO-ACTIVE – go the extra mile

Key customers

Tekapo Springs caters for a wide customer base including but not limited to;

- Individuals of all ages
- Couples
- Retirees
- Families
- Schools
- Groups
- Wholesalers – who act as our selling agents

- On-line sales agents

Supervises

N/A but will support the Day Spa Manager in mentoring and training junior staff as required.

Works with

The massage therapist will work closely with the Day Spa Manager to identify and address the spa requirements of the business. The Therapist will also work with all front line staff selling the day spa products.

Internally: Day Spa Manager
 Day Spa staff
 Reception staff

Externally: Local businesses and business partners
 Customers – local and international
 Groups
 The wider Industry (as required)

Job purpose

Through exceptional leadership, organisational, time management and administrative skills the Massage Therapist will help raise the efficiency and effectiveness of the Spa and ensure sales are increased to meet the untapped potential of the business unit. The role requires involvement in assigned Business Development tasks, relationship building and engagement with local businesses as well as supporting the opportunity to increase traffic through the spa and grow local memberships.

Duties & responsibilities

The Massage Therapist will have the ability to work within a team and independently and will have a very high level for attention to detail in order to make the customer experience a positive one and to encourage return visitation. The Massage Therapist will report directly to the Day Spa Manager.

Due to the seasonal nature of the business and the variety of activities delivered, The Massage Therapist will support the following tasks which may vary from time to time or season to season: (these tasks will have detailed operating procedures and responsibilities attached to them).

KEY AREAS OF ACCOUNTABILITY

DAILY OPERATION OF SPA

- Demonstrate leadership and display the Core Values of Tekapo Springs.
- Meet financial targets as set by management.
- Be mutually responsible for the physical appearance of the Day Spa
- Meet the guidelines for the use of professional product for all treatments
- When required order stock and maintain stock levels in line with the needs of the business
- Be supportive of the Day Spa Manager and assist in updating and maintaining the Normal Operating Procedures (NOPs)
- Develop a high level of knowledge of the Centaman System and ensure all information is input correctly. (Training is given for this system)
- Demonstrate excellent customer service and lead by example.
- Demonstrate excellent time management, reliability and personal presentation
- Demonstrate an in depth knowledge of the day spa industry, its market and products
- Demonstrate the ability to plan, prioritize and problem solve

BUSINESS DEVELOPMENT

- Support the development of key relationships in order to drive sales and generate repeat business
- Offer suggestions to the Spa Manager to ensure the Tekapo Springs menu offering is updated and remains relevant to the customer need
- Provide innovative ways to secure business that comes through the door
- Keep up to date with pricing, availability, bookings and deals
- Work collaboratively with the sales and marketing team to develop ideas for business growth
- Proactively upsell all products and services
- Look at potential new products and treatments
- Maintain a close and valuable relationship with suppliers

STAFF TRAINING

Where your skill set is advanced to other therapists and in consultation with the Day Spa Manager offer peer training.

MESSAGE THERAPIST DUTIES

- Provide a full range of massages (deep tissue, sports & relaxation etc) and beauty treatments to customers
- Ensure all visitors feel welcome and are well informed
- Ensure all clients are aware of the full range of treatments and products available at the Day Spa
- Ensure that the privacy and dignity of clients is maintained at all times
- All clients feel relaxed and at ease.

OTHER DUTIES

- Support and when required manage monthly stock takes
- Ensure the Day Spa area is organized, clean and exceptionally presentable at all times
- Deliver consistent, timely & accurate information to all enquiries
- Accurate handling of money/tills ensuring till always balances at end of shift. Reconciliation of purchases at end of business day
- Inform management of any health and safety issues affecting yourself or other staff and ensure you avoid injury
- Clients complete information/consent form as required
- Check facilities regularly to maintain highest possible standard.
- Ensure the laundry requirements are kept up to date and do not get out of hand
- Any other tasks requested by the day Spa Manager and for the benefit of the business

HEALTH & SAFETY

- It is each and every staff member's responsibility to be proactively involved in the process of identification, elimination or isolation and/or minimization of all hazards to ensure a safe working environment for themselves, other staff and all visitors to the complex
- Comply with Health & Safety regulations and Tekapo Springs' Normal Operating Procedures.

Education/qualifications

The successful applicant will demonstrate:

- Evidence of qualifications in line with this position
- A high level of front line Customer Service experience and staff training/supervision

Prior experience

- A minimum of 3 years' experience in the Industry.
- Demonstrate experience in business development in this sector (similar position or owner/operator of a business)
- Cash handling experience

- Competency with systems and processes and demonstrate the ability to decipher new programmes
- Demonstrate a friendly and collaborative leadership style in order to successfully work with a range of staff
- Have teaching skills in order to upskill junior staff or introduce new treatments.

Performance appraisal process

Tekapo Springs conducts quarterly 'on track chats' with its employees. This is a semi-formal process supporting the annual formal review. During the quarterly meetings, both parties have the opportunity to discuss the performance of the employee and the employer, the support needed to improve performance and any other concerns either party has. An annual review on the anniversary of employment is conducted to consider, performance, training needs and remuneration.

Other

Tekapo Springs takes great pride in its position within the tourism industry and constantly strives to improve its offerings to customers, delivery of service and presentation of its facility. The Massage Therapist is an integral part of this continuous improvement and we have an expectation of staff to constantly identify areas for improvement and to provide solutions for implementation. We demand the highest level of service and team work internally and externally from all our staff. Second best is not an option.