

LA VALENCIA
HOTEL
POSITION DESCRIPTION

JOB TITLE: Massage Therapist

JOB TYPE: Part Time / On Call

DEPARTMENT: Spa

REPORTS TO: Spa Supervisor, Director of Spa

COMPENSATION: \$17.75 per hour, plus commission and gratuities

JOB SUMMARY: We are looking for an enthusiastic and polished individual to join the Spa team at our 115 room Iconic Luxury Boutique Hotel. The Massage Therapist is responsible for delivering an exceptional, personalized experience to each guest by providing high-quality, therapeutic services that promote relaxation and well-being. This individual will ensure that each guest feels cared for, comfortable, and rejuvenated throughout their spa visit. As a member of The Spa at La Valencia team, the Massage Therapist will work closely with other team members to maintain the high standards and reputation of the Spa. They will be expected to tailor each session to the guest's needs, ensuring an effective and relaxing experience. A strong focus on communication, professionalism, and attention to detail is required to provide the best possible service. This role is performed in a luxury resort spa environment. Evening, weekend, and holiday shifts may be required, based on the hotel's guest demand. Ideal candidates are highly motivated, thrive in a fast-paced team environment, and have a passion for hospitality.

ESSENTIAL DUTIES:

Service Delivery

- Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices
- Handle Guest questions and concerns professionally and courteously, ensuring guest satisfaction
- Provide accurate, appropriate, and immediate responses to all Guest requests, ensuring a positive and fulfilling spa experience
- Actively promote the Spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available
- Ensure each treatment is customized to meet the individual needs of each guest while maintaining a high standard of quality

Operational Duties

- Be on time for your shift and prompt with each appointment, perform services within the appropriate time allotted for the service
- Properly care for equipment and use proper amounts of product to assist with cost controls
- Perform prep work and properly clean and restock room as required
- Uphold the standards of sanitation and sterilization as directed by law and the Policies and Procedures
- Monitor inventory levels and assist in maintain stock of products required for treatments
- Inform Management of equipment maintenance needs



Guest Education and Sales

- Have complete knowledge and understanding of all services and products while educating and training Guests in these areas
- Effectively inform and educate our Guests about specific wellness concerns
- Provide personalized product recommendations to guests to enhance their overall spa experience and meet their individual needs

Team Collaboration

- Maintain a positive attitude and contribute to a quality work environment
- Regularly attend, participate in, and support training and staff meetings for the Spa
- Assist in all areas of spa operation including stocking and refreshing guest locker rooms, lounge, and outdoor relaxation areas, as requested by Management
- Communicate to Management any and all occurrences involving Staffs or Guests in the Spa that require attention
- Collaborate with fellow team members to ensure smooth and efficient service delivery

Professionalism

- Maintain a professional appearance, attitude, and behavior at all times, ensuring respectful interactions with both guests and team members
- Ensure all tasks are completed in accordance with spa policies, industry standards, and legal guidelines to maintain compliance with health and safety regulations
- Ability to work without direct supervision
- Show initiative and demonstrate a strong work ethic, ensuring that all duties are completed with a high level of attention to detail and pride

*Note: All duties and requirements stated are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the Staff occupying this position. Staff may be required to perform other job-related duties by their supervisor.

QUALIFICATIONS & REQUIREMENTS:

Experience: Minimum of 2 years' experience as a Massage Therapist, preferably in a luxury hotel or resort setting.

Certifications: Must hold and maintain a current certification from the California Massage Therapy Council (CAMTC) license.

Education: High school diploma or equivalent required. Spa and wellness certifications are a plus.

Skills:

- Must have enthusiasm and possess excellent customer service skills, excellent communication skills and demonstrate the ability to interact positively with guests, employees and third parties that reflects highly on the hotel and the Spa



LA VALENCIA

HOTEL

- Detail oriented and ability to multi-task while being efficient/ productive in a fast-paced environment
- Enjoy working with people, be a team player, and possess a friendly and outgoing personality
- Computer skills including experience with Spa software Book4Time a plus
- Basic math, budgeting, profit/loss concepts, percentages and variances are utilized frequently
- Strong problem solving, reasoning, motivating, organizational and training abilities
- Ability to make decisions that are in the best interest of the hotel's spa
- Be flexible with schedule, may be required to work days, evenings, weekends and/or holidays as business levels see fit
- Promote safety awareness and practice safe work
- Support and comply with hotel policies and procedures

Physical requirements

- Ability to walk and move about the facility for extensive period of time, bending, stooping and kneeling
- Ability to walk up stairs or comfortable using elevator
- Carrying or lifting items weighing up to 50 pounds

This position requires a high level of energy, enthusiasm, motivation, organization and leadership. A consistent display of professionalism and sincerity towards Guests and Staff is required. This position is paramount to the Hotel's success.

WORK LOCATION: In the premises

Equal Opportunity Employer

The above statements are intended to be a general description of the position. The omission of a specific duty does not exclude it from the position if work is similar, related or logically assigned. Moreover, the description is subject to change as the needs of the employer or position change. Pacifica is an Equal Employment Opportunity Employer committed to hiring a diverse workforce and maintaining an inclusive culture. All qualified applicants will receive consideration for employment, without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, medical condition, and any other status protected by state or federal law. As an Equal Employment Opportunity Employer, we comply with the Americans with Disabilities Act (ADA) to make reasonable accommodation to qualified individuals. Qualified individuals are encouraged to discuss potential accommodations with the employer.