

MASSAGE THERAPIST JOB DESCRIPTION

Job Title: **Massage Therapist**

Job Code:

FLSA Status: Non Exempt

Start Date: ASAP

Reports to: Membership Director

YMCA MISSION: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA AREAS OF FOCUS: Youth Development, Healthy Living, Social Responsibility

YMCA CHARACTER DEVELOPMENT: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

POSITION SUMMARY:

The Massage Therapist enhances health and wellbeing through hands-on manipulation of muscles and other soft tissues of the body. This position requires face-to-face leadership in these programs and may involve early morning, evening, and weekend responsibilities.

CERTIFICATES, LICENSES, REGISTRATIONS

Massage Therapy Certification, required

****ESSENTIAL FUNCTIONS:**

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys; may monitor the locker rooms as required. May monitor the building as required.
7. All other necessary duties assigned to contribute to the overall success of the Danville Family YMCA.

PRINCIPLE ACTIVITIES

1. Gives massages in a variety of modalities: Swedish, Reflexology, Deep Tissue, Aromatherapy, Sports, Relaxation, Prenatal, Chair, etc. (all that apply to individual Massage therapist certification)
2. Operates heat lamps and related equipment
3. Keeps linen and towel supplies stocked

4. Maintains all areas in clean, presentable fashion
5. Handles member complaints
6. Performs any other functions necessary for the smooth and efficient operation of the Danville Family YMCA.

SERVICE SKILLS:

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.
7. Address of complaints/concerns immediately.
8. Carry out other duties as assigned.
9. Be alert to safety factors and potential hazards.
10. Always look for ways to improve performance.
11. Emphasize fun, make the Y a happy place with positive relationships.
12. Use the 15, 10, 5 rule. Eye contact, smile, engage.

RELATIONSHIP SKILLS

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Smile

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand, reach with hands and arms, and talk or hear. The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles.

ABILITY REQUIRMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to read, write, and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply common sense understanding in order to carry out detailed but uninvolved written or oral instructions.

QUALIFICATIONS:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.
6. Smileability

EFFECT ON END RESULTS:

This position ensures that YMCA members, potential members, and facility guest receive great customer services.

- Demonstrate a friendly environment for all individuals entering the facility.
- High member satisfaction through clear communication of membership and program information.
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

**Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.