

PARAGON CASINO RESORT

Job Description

SPA LA VIE MASSAGE THERAPIST

Department:	Spa La Vie	Reports to:	Spa La Vie Director
Job Code:	SPA01	License:	Non-Gaming
Position Code:	SPA002	Costing:	500-5000-5030
Pay Grade:	N4	Date:	10/24/24
EEO-1 Code:	5		

SUMMARY: Paragon Casino Resort, the world's leading spa, fitness and leisure firm. The Massage Therapist is responsible for providing massages and other body treatments to guests of our facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Adheres to policies of Paragon Casino Resort.
- Performs massage and body services that meet the established guidelines for the type of service offering and that fulfill guest expectations.
- Performs all treatments on services menu based upon current licensure.
- Assesses contraindications of guest that may prevent service from taking place.
- Meets the needs of the guest at all times throughout the service.
- Understands and uses universal precautions when providing services.
- Cleans and disinfects all equipment on a daily basis.
- Maintains the highest level of product knowledge and has complete knowledge of all spa service presently offered. Understands the ingredients in products and can explain their benefits to guests. Answers guests' questions in a knowledgeable and professional manner.
- Recommends products for home use.
- Suggests to guests' other beneficial treatments offered in the spa.
- Begins and ends all treatments on time.
- Works assigned schedule and arrives and departs from their shift on time.

- Ensures that work areas are clean and set according to procedures.
- Informs Spa Director or other management personnel about product needs.
- Creates and maintains client cards and treatment notes, when appropriate.
- Completes all assigned side work.
- Attends all scheduled meetings.
- Attends scheduled professional trainings.
- Reports any incidents or accidents to a member of the management team.
- Perform other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School diploma or general education degree (G.E.D.) Valid state license in massage therapy or other credentials required by the state. Previous massage and body work experience.

Qualifications:

- Customer service experience, preferably in a spa.
- Must be able to build rapport with guest.
- Ability to explain various treatments/services to guests.
- Excellent customer service skills and work ethic.
- Efficient, well organized, and able to handle a variety of duties simultaneously.
- Energetic, enthusiastic, and motivational.
- Professional manner, discretion, and appearance.
- Good verbal and written skills.
- Strong team player.
- A comfort level with product recommendation.

- Availability When Facility Is Open: This could include nights, weekends, and holidays.
- Ability to stand for long periods.
- Medium Work: Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently, and/or up to 10 pounds of constantly to move objects.
- The employee may occasionally lift and/or move up to 25 pounds.
- This position requires the following abilities: balancing, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, tactile sense, repetitive motions, seeing, hearing, talking, and visual acuity.
- The employee will be required to operate the following tools: massage oils and lotions, hot stones, hot cabbie, hand towels, eye masks, body treatment products, hot packs, mud, salts, paraffin heaters, and disinfectants.
- Work conditions include exposure to odors, fumes, and vibrations. For those working in a facility with a hammam, this would include working with water and steam in hot temperatures.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must understand and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate 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, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.