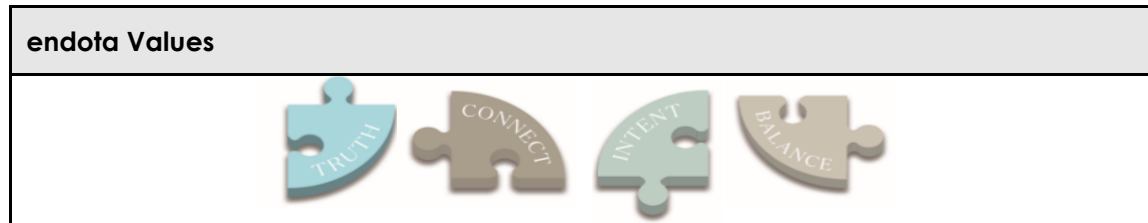


Position Description: Remedial Massage Therapist

Position title:	Remedial Massage Therapist	Employment type:	Casual / Part Time / Full Time
Reports to:	Spa Manager	Location:	



Role Overview:

At endota, we believe that we are all connected – how we think, and act is what we send out and what comes back to us. This is why we are committed to bringing out the best in our team members.

The endota Values guide the way we work and we each play a big role in bringing the endota Values to life. We act with conviction, we balance our needs, and the needs of others, to achieve our business vision and goals. Integrity is key as we must all take responsibility for our actions.

An endota Remedial Massage Therapist is passionate about providing the highest levels of customer experience. As an endota Remedial Massage Therapist you are responsible for making clients feel welcome and nurtured, ensuring they are treated to an immersive wellness experience. You will actively promote and build the endota spa brand in all that you do by delivering excellent client care, providing high quality treatments and prescribing appropriate skincare product solutions.

Accountabilities:

- **Customer Service** - provide the ultimate immersive wellness experience for our customers in line with the endota values. This includes initial consultation, delivery of high-quality treatments in line with protocol, product prescriptions and rebooking.
- **Professional Development** - embrace coaching and development feedback from leadership to improve performance and provide feedback for management when required.
- **Product knowledge** – maintain a high standard of knowledge of endota products and services through a commitment to ongoing learning and use of endota training platforms.
- **KPI's** – commit to achieving KPI's related to product and treatment sales and rebooking targets.
- **Code of Conduct compliance** – ensure behaviour and presentation is aligned with the Therapist Code of Conduct at all times and work cohesively with other spa team members and management.

Position Description: Remedial Massage Therapist

- **Operations** – undertake all operational duties as requested by management and in line with the endota Isle Operations Manual and Master Treatment manual.
- **Time Management and Planning** – manage your time and organization to ensure optimum performance and efficiency in the role respecting that everyone's time is valuable.
- **Brand Standards** - maintain spa presentation standards, cleanliness and manage laundry as needed.
- **Workplace Health & Safety** - Ensure Health Workplace and Safety is managed in accordance with endota policies and procedures as outlined in the endota Isle Operations manual.

Education / Qualification:

Diploma in Remedial Massage Therapy.

Skills and experience:

An endota Spa Therapists should demonstrate the following skills and/or experience:

- An appreciation of working in a values based environment
- A high commitment to delivering exceptional customer experience
- An understanding of professional spa operations
- Practical experience providing a range of treatments in a spa/clinic setting
- Retail sales experience with a demonstrated ability to promote services, confidently prescribe products and achieve a high re-booking rate highly desirable
- Ability to work under minimal supervision either individually or in a team environment.
- Willingness to embrace feedback from customers and leadership team as an opportunity for professional development and improvement in customer service delivery
- Experience using a computerised booking system (ideally Shortcuts) advantageous
- Understanding of the importance of teamwork and commitment to work flexibly within the team.

Capabilities	
Act with integrity	Plan and prioritise
Commit to customer service	Deliver results
Work collaboratively	Communicate effectively

Position Description: Remedial Massage Therapist



Reporting Relationships	
Reports to:	Spa Manager
Number of direct reports:	None
Internal relationships:	Spa Manager, ASM, In Spa Trainer
External stakeholders:	Clients

Agreement Acceptance		
Signature of Manager:		Date:
Signature of Team Member:		Date:
Name of Team Member:		