**JOB** **TITLE**: **Massage Therapist**

**REPORTS** **TO**: Manager: Lauren Jung

**HOURLY:** Dependent on experience

**HOURS:** Part Time - to be disclosed at the time of hire

**LOCATION:** Sports Academy is located at 1011 Rancho Conejo Blvd, Thousand Oaks, CA 91320; but not limited to the location. Sports Academy will also have events regarding business development that are off-site. Those events are included, but expenses will be covered/reimbursed.

**POSITION DESCRIPTION**

The Massage Therapist positively influences clients through exceptional customer service while building or expanding your clientele. Massage Therapist are self-motivated people who are passionate about what they do.

**RESPONSIBILITIES AND STANDARDS**

**UPHOLD SPORTS ACADEMY STANDARDS:**

* Create opportunities to improve customer service
* Personal behavior consistently aligns with the Sports Academy’s Mission, Vision and Values
* Build and maintain positive and respectful relationships with Sports Academy team members
* Demonstrate commitment to continued personal and professional improvement
* Promote the value of all Sports Academy Centers of Excellence to athletes and supporters
* Passionate and driven to extol the virtues of sport, health and wellness
* Demonstrate a commitment to live and promote a healthy lifestyle

**PROFICIENCY in the following areas:**

* + Current software used by Sports Academy
  + Technology being used to communicate inside the organization
  + Implementation of policies and procedures utilized in the Recovery suite ++
  + Behaves in a professional and empathetic manner to build trust, comfort, understanding and relationships with clients that are in-line with Sports Academy values. Each client is greeted with a warm welcome (including eye contact, smile, greeting, personal introduction)
  + Collects identification, completes registration, secures payment and facilitates waivers for the services requested
  + Demonstrates an ability to effectively resolve client complaints, accommodate client requests and assist in providing clear responses
  + Strives for excellent customer service (“please”, “thank you”, “may I”)
  + Basic understanding of human anatomy and physiology (as it pertains to movement) ++
  + Maintain a clean and orderly massage room ++

++ this will be monitored and evaluated by the management team

**PERSONAL PERFORMANCE FACTORS:**

* Ensures the quality and efficient delivery of all Sports Academy special events and programs
* Assists with client relations to ensure repeat business and customer satisfaction
* Ensures execution of established security and operations policies and procedures
* Ensures proper execution and compliance with all safety programs and reports and documents

all customer and associate incidents in the appropriate time frame

* Communicates with the Recovery Manager regarding client service issues and concerns
* Possesses a broad oversight of all aspects of Sports Academy programming, events and promotions

**REQUIRED SKILLS AND EXPERIENCE:**

**ESSENTIAL:**

* + Six months + of experience in “hands-on” work in a Fitness, Medical, or Sports Medicine facility
  + 1+ years of experience in a Customer Service role
  + Excellent interpersonal, written and oral communication skills
  + Ability to work independently and multi-task
  + Competency in Microsoft Office applications (Word, Excel, PowerPoint and Outlook)

Minimum of 500 hours of Massage Therapy school and a certification of completion

* + Continuing education to improve effectiveness
  + Must adhere to all applicable local and state licensing laws and regulations related to massage therapy services provided, including following any applicable law pertaining to maintaining current Massage license
  + Knowledge of and experience in performing Sports, Deep Tissue and Swedish Massage is required
  + Understands and believes in the healing benefits of Massage Therapy and soft tissue work
  + Effective time management, organization and planning skills
  + **PREFERRED:**
  + Previous Spa, Sales or Concierge role

*The above statements are intended to describe the general nature and type of work performed by the assigned position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required*.

**NOTE: additional job duties will be outlined in greater detail**

**in your Recovery Handbook**