



MASSAGE PRACTITIONER

Haven Spa at The Sidney Pier Hotel is looking for a service oriented, organized team player with exceptional people skills to join our spa team in this upscale boutique property. As a Massage Practitioner you will be responsible for ensuring that guests of the spa receive a seamless and memorable experience; ensuring consistency of spa treatments; providing appropriate home-care recommendations to guests; achieving sales goals, and spa business objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Follow specific protocols to ensure consistent massage/body treatments for guests of the spa
- Participate in effective, comprehensive and ongoing training programs for technical treatments and product knowledge
- Follow schedule for routine inspection and preventative maintenance of all spa equipment to ensure the safety and security of guests and staff
- Follow processes and timelines for inventory controls for all spa supplies
- Responsible for review of daily scheduling with Spa Team Lead
- Stay current with industry trends, maintain good standing in professional organizations applicable to technical background
- A variety of shifts will be available; must be willing to work early and/or late hours in order to comply with operating times of the spa (seven days/week, including all holidays)
- Will be required to perform miscellaneous tasks during downtime such as cleaning and restocking therapy rooms and spa common areas, laundry and other related duties
- Participate in program of promotional and educational events both internally for staff and externally for guests
- Maintain a workplace culture that places priority on exceptional guest service and employee satisfaction
- Develop and maintain effective and productive working relationships with all other departments in the hotel; may be called upon to participate in functions or activities outside the department

QUALIFICATIONS

- Technical qualification/certification from a recognized school of massage – minimum 1000 hours preferred
- Knowledge of relaxation, deep tissue, and sports massage techniques; body scrubs, and body wraps
- Minimum 1 year of progressive experience in a related spa environment
- Ability to maintain appropriate record keeping for guests regarding spa treatments and product recommendations
- Must be adaptable to change and able to multitask calmly and efficiently, with an emphasis on follow up, cooperation and courtesy
- Excellent verbal, written and problem solving skills
- Excellent interpersonal, leadership and listening skills
- Must be highly organized and detail oriented
- Knowledge of the best practices and industry trends is essential
- Membership in a professional organization such as The Association of Massage Therapists and Holistic Practitioners (AMTWP) is preferred



- Knowledge of computerized spa booking software, Excel, MS Office, and point of sale system an asset
- First Aid/CPR certification is an asset
- Candidates with additional certifications (esthetics, spa therapy, aromatherapy, laStone, yoga, fitness, etc) will be given preference

Employee Perks:

- Competitive commission structure
- Spa environment
- Flexible hours: days/evenings/weekends
- Extended health & dental benefits for FT employees, with The Sidney Pier Hotel & Spa paying 50% of the premium
- Subsidized Bus Pass
- Complimentary Fitness Centre Membership
- Recognition Program
- Employee discount privileges in all outlets
- \$100 bonus for referring a quality part-time employee to us
- \$250 bonus for referring a quality full-time employee to us

Become a member of the Haven Team today by submitting your resume via email or in person! We thank all applicants in advance; only those selected for an interview will be contacted.