



## LODGE & HELISKIING

POSITION:	Spa/ Massage Practitioner
TERM	Seasonal
LOCATION:	Lodge
DEPARTMENT:	Spa
GRATUITIES	Yes
HOURS:	Seasonal full-time. Extended hours may be required to meet business needs. 2 weeks on/1 week off an option.
REPORTS TO	Lodge Manager
DIRECT REPORTS	N/A
DATE REQUIRED:	Positions available January – April & May – October

### OVERVIEW:

*As a Spa/Massage Practitioner at Tyax Lodge & Heliskiing you are expected to provide exemplary customer service to all guests at all times while maintaining and exceeding the service standards set by Tyax Lodge & Heliskiing. The Spa/Massage Practitioner are responsible for providing body treatments and massage services to the guests as well as the daily upkeep of the spa area at the lodge. Our Practitioners will work as part of a team and be highly organized, efficient and able to work in a fast paced environment.*

### RESPONSIBILITIES:

The Spa/Massage Practitioner's role is to manage the daily guest body treatment and massage schedule and to work with the lodge staff to best anticipate the needs of the guests. The responsibilities of the Spa/Massage Practitioner include but are not limited to the following...

- In depth knowledge of all products and services available within the Spa
- Monitoring and re-stocking of all massage supplies and products within the Spa
- Exceed guest expectations by providing personalized, efficient and courteous customer service
- Show dedication to making every guest feel welcome in our surroundings
- Answer phone calls and emails with excellent etiquette
- Able to lead a morning or afternoon stretch class
- Daily upkeep of the Spa area
- Demonstrate safe workplace practices
- Operate according to the policies, procedures, quality standards and services established by the company
- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance

- Reports all concerns related to Engineering/Maintenance, Health and Safety, Security or Suspicious circumstances (including smells/sights and sound) immediately to the appropriate leader.
- Flexible to work split shifts
- Willingness to assist other members of the lodge team when needed

**QUALIFICATIONS & ATTRIBUTES REQUIRED:**

- Must have the proper credentials and certification for bodywork and massage
- 1-2 years' experience within the hospitality industry is considered an asset
- Able to lead a stretch class and/or yoga class an asset
- Additional language skills are an asset, but not mandatory
- Must possess excellent communications, interpersonal, organizational and customer service skills and be a team player
- Responsible and dependable with a poised and friendly attitude
- Must have attention to detail and the ability to multitask
- Must be flexible in regards to scheduling and working shifts
- Must be able to live and work in a remote setting
- Having own transportation is highly recommended

**PHYSICAL DEMANDS:**

- May be required to be on your feet for extended periods of time
- May be required to lift, bend and reach

**Visa Requirements:** Must be legally eligible to work in Canada

**Note:** *Due to the nature of our business all members of the team may be required to take on additional responsibilities at times to ensure an exceptional guest experience*