

Job Description – Massage Therapist – Ohana Therapeutic Massage

Our Mission/Mantra: Positively Touching Lives ☺

The Massage Therapist provides professional massage and bodywork that are relaxing, therapeutic and/or stress and pain relieving for our clients. They have a thorough knowledge of numerous massage modalities, possess a strong understanding of the human body and/or are willing to learn about our other services, massages and product offerings. They must also possess excellent communication skills and be able to effectively explain and provide pain relief, relaxation, stress reduction and wellness solutions (treatments, programs and products) to meet the needs and goals of our clients.

Your Duties and Responsibilities

(beyond being technically proficient at providing massage sessions, of course ☺)

- **Provide consistent professional massage/bodywork and draping in accordance with Ohana Therapeutic Massage protocols and certification practices.**
- Confer with clients about their medical histories, life styles and concerns to determine how massage and bodywork will be most helpful.
- **Effectively inform and educate clients about how to manage specific pain, wellness, stress related concerns (within your scope of practice) with services, at-home products, and other self-care.**
- Have complete knowledge and understanding of all services and products offered.
- **Provide suggestions for ongoing care at Ohana Therapeutic Massage, inviting each client to rebook.**
- Actively promote Ohana Therapeutic Massage, treatments/services and retail products, as well as programs, promotions and/or discounts available to current and potential clients.
- **Record SOAP notes for each client session.**
- Be available the hours you have chosen to work/put on schedule for each day and week, being flexible when possible to support the needs of our clients.
- **Handle guests' questions and concerns professionally and courteously, providing accurate, appropriate and immediate responses to all requests.**
- Develop and maintain positive and professional relationships with clients.
- **Uphold the standards of personal hygiene, sanitation and sterilization as directed by law and Ohana Therapeutic Massage's policies and procedures.**
- Organized approach to scheduled services by beginning and ending all treatments on time and in accordance to Ohana Therapeutic Massage's policies and procedures.
- **Care for equipment and use proper amounts of product to assist with cost controls.**
- Perform prep works, clean and restock rooms as required each day.
- **Keep work area and outlying areas of massage therapy clinic clean and free of clutter to guarantee a comfortable guest experience.**
- Maintain a positive attitude and contribute toward a quality work environment.
- **Regularly attend, participate in and support training and staff meetings.**
- Assist in other areas of operation as requested by management when possible.

- **Communicate regularly related to any changes, problems or other issues at Ohana Therapeutic Massage that require attention.**

Position requirements:

- **Bring your whole heart to work and be ready to share POSITIVITY with our clients every day.**
- Positive attitude and willingness to go a step beyond what is required to give clients an amazing experience every time.
- **Must like people and have a nurturing way about you.** Remember you are here to help/heal the clients, not the other way around.
- Must have enthusiasm and possess excellent “can do” customer service skills.
- **Must be a team player who is willing to help others and the business do their best and succeed.** This means treating every client as your own client, doing what needs to be done, and helping create an extraordinary experience for everyone at Ohana Therapeutic Massage.
- **No drama! No gossiping, no personal problems brought into the treatment room.** This also means you are able to commit to the appointments you take on, are early and prepared for every clients, provide a high level of client focused service and care, clean up after yourself and do unto others as you would have them do unto you. In other words, leave things as good as you found them at a minimum.
- **No dishonesty.** Say what you mean, mean what you say. Take only what is yours. Respect all business and client information as confidential and proprietary to Ohana Therapeutic Massage.
- **Understand that clients referred by and seen and Ohana Therapeutic Massage to be seen at our location only as long as you are working here.**
- Licenses as LMT in Hibbing, MN
- **Carry own professional liability insurance** with Ohana Therapeutic Massage named as an additional insured. Please provide an up-to-date copy to Ohana Therapeutic Massage at each renewal.
- Possess the ability to work without direct supervision.
- **Have a neat and profession look, attire and language** in accordance to Ohana Therapeutic Massage policies and procedures.
- **Willingness to engage clients about their goals and needs, offer the best treatment or therapist for them, and discuss plans for their return or ongoing wellness.** This includes re-booking, suggesting packages/programs, sharing products, offering referrals, etc.
- Excellent communication and listening skills.
- **Did we mention bringing your whole heart to work???** ❤

Now the Good Stuff – Benefits

Service Compensation

- **Massage therapy hourly rate** – based on experience, education and clientele. New graduates start at \$18/hour.

- **Monthly bonus** – These bonuses are based off the number of repeat clientele a massage therapist has in a month. The bonus rate is 10% of what the client spent on their sessions at Ohana Therapeutic Massage on subsequent visits within a calendar month.
- **Other hourly rate** – minimum wage is paid for all other time scheduled, including time between sessions, public events and team meetings.

Note: Ohana Therapeutic Massage pays on a bi-weekly schedule. The pay period ends on a Saturday, and you get paid on the following Friday. As an employee, taxes are removed from your paycheck and paid on your behalf. Bonus checks are combined with normal paychecks. The bonus is given on the paycheck immediately following the pay period after the last day of the previous month.

Other benefits

- Flexible schedule, numbers of hands on hours in a day is up for negotiation.
- **Continuing education reimbursement available after 3 months of employment.**
- Business and marketing coaching as needed to help you grow your clientele.
- **Free space to trade massage** (please do not schedule Fri-Sat or during peak times)
- 10% off product purchases.
- **Positive and uplifting workplace and owner ☺**
- Be in a place you are wanted, doing what you love, with people who care!