



## Qualified Spa Therapist

<b>Job Title:</b> Qualified Spa Therapist	<b>Department:</b> Spa Operations
<b>Reports To:</b> Branch Manager	<b>Location:</b> Pivot

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Consistently offer professional, friendly and engaging service
- Perform massage and treatments while maintaining the clients comfort at all times
- Perform all 30, 45, 60, 90 and 120 minute massage and body treatments
- Provide aesthetics services such as facials and nails as required
- Ensure individualized guest service through acknowledging and responding to their needs and expectation
- Maintain a clean and neat work environment at all times, ensuring all equipment is in safe working order
- Actively participate in other areas of the Spa Operation, such as body treatments, product knowledge and retail sales
- Follow departmental policies and procedures
- Follow all safety and sanitation policies
- Other duties as assigned

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Spa knowledge
- Excellent written/verbal communication skills
- Ability to work independently
- Excellent customer service skills
- Must be passionate of the Beauty, Health, Wellness Industry
- Must be hard working, driven and a confident individual.

### QUALIFICATIONS

- Previous experience as a Spa Therapist (advantageous)
- Certification from an accredited school of Massage and Aesthetics required
- All professional licenses are to be current
- CPR and First Aid certification (advantageous)
- Excellent communication and organizational skills
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to focus attention on guest needs, remaining calm and courteous at all times

### PHYSICAL ASPECTS OF POSITION

#### (Includes but are not limited to)

- Frequent standing, bending and reaching throughout shift
- Occasional lifting and carrying up to 20 lbs
- Occasional kneeling, pushing, pulling, sitting

Please submit your resumes to [jobs@mangwanani.co.za](mailto:jobs@mangwanani.co.za)

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