



Company: Hammam Spa by Céla

Location: Bayview Village

Position: Lead Therapist – Registered Massage Therapist

Job Available: October 2019

Type of Employment: Full Time

Compensation:

\$38.00 / working hour

+ PREMIUM RATE paid on request client appointments

+ PREMIUM RATE paid on available time

+ Gratuities on services

Benefits:

Flexible vacation policy

40% staff discount on retail and services

Predictable pay increase scheme in place

Employer covers the cost of annual CMTO dues

SunLife Group Insurance Health, Dental and Life Insurance Benefits paid 100% with no enrollment period

Overview:

Be the Lead RMT at Canada's top Day Spa. Hammam Spa opened its King West location in 2005 and has been an industry leader ever since. Now during an exciting period of growth, we are hiring for our second location within Bayview Village, opening October 2019. Hammam Spa is a full-service day spa offering treatments to purify, energize and balance the skin, body and mind. Learn more about us and view job openings at: www.hammamspa.ca.

Position Overview:

Registered Massage Therapists are esteemed members of the team at Hammam Spa, and the Lead RMT plays an especially important role. While also being booked for client appointments, the Lead RMT successfully provides training,

leadership and day-to-day support to all members of the RMT staff at Hammam Spa Bayview. This position requires previous experience in a leadership role and demands that the successful candidate be not only a positive influence on their department, but possess the skills required to keep a team supported and driven to meet and exceed service standards. The Lead RMT will be asked to contribute regularly during meetings with the Spa Manager and Director of Operations.

Duties & Responsibilities:

- Promotes and contributes to a positive working environment with a spirit of inclusivity
- Acts as a non-biased leader to the RMT department, upholding the goals and objectives of the organization
- Advocates as a representative of the RMT department to higher management on workplace issues and improvements
- Organizes and attends training
- Manages Spa inventory for the Massage department with the help of the Administrative Assistant and fellow RMT's
- Onboards and trains all new RMT staff on treatment protocol
- Ensures proper safe use of all spa equipment and provides regular feedback to the Spa Manager regarding equipment maintenance and improvements
- Abides by the Hammam Spa Policies and Procedures Guide, and holds members of staff to the same standards
- Is available to all members of the Department to correctly answer questions related to Vacation/Protocol, etc.
- Review client Health History form prior to services adapting for any contraindications
- Leads by example, abiding by protocol during all treatments
- Provides safe, effective, relaxing services using advanced techniques, and readily adapts to client feedback.
- Ability to provide 30, 45, 60 and 90 minute treatments
- Complete post treatment client notes within Booker
- Provides exceptional customer service
- Provides competent home care recommendations to clients
- Maintains cleanliness of treatment rooms and common areas of the spa
- Responsible for fostering a healthy attitude and working relationships with all co-workers and members of management
- Other tasks as assigned

Requirements:

- Fluency in English, with strong verbal communication skills
- Exceptional customer service skills
- Dependable work ethic
- Courteous, discreet and professional demeanor
- Ability to stand for extended periods of time
- Must be well groomed and comply with the spa dress-code policy
- Availability to work evening/weekend shifts.

Education & Experience:

- Completion of Massage Therapy School
- Registration with the College of Massage Therapists of Ontario in good standing
- Minimum 5 years in a professional Registered Massage Therapist Role
- Previous spa experience required
- Previous management or leadership experience required

**All applicants must have legal permission to work in Canada in order to be considered.*