

## Massage Therapist

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Company: Crew Life at Sea

Location: Miami

Category: other-general

### Key Responsibilities:

Provide a variety of massage treatments and bodywork therapies to guests, including Swedish massage, deep tissue massage, hot stone massage, aromatherapy, reflexology, and other specialized modalities, using a range of techniques and pressure levels to meet guests' individual needs and preferences.

Conduct thorough consultations with guests to assess their wellness goals, health history, and treatment preferences, and recommend appropriate massage treatments and enhancements based on their needs and expectations.

Perform treatments with precision, skill, and attention to detail, ensuring the highest standards of quality, safety, and sanitation, and providing a relaxing and therapeutic experience for guests.

Educate guests about the benefits of massage therapy, skincare products, and wellness practices, and provide personalized recommendations for at-home self-care and follow-up treatments to enhance their overall well-being.

Maintain cleanliness and organization in massage therapy rooms, spa facilities, and equipment, and adhere to company standards for hygiene, sanitation, and infection control to ensure a safe and hygienic environment for guests and staff.

Promote spa services, special offers, and wellness programs to guests, and actively engage with guests to encourage bookings, upsells, and repeat visits to the spa.

Assist with administrative tasks, such as scheduling appointments, managing inventory, and processing payments, to support the efficient operation of the spa and wellness center.

Participate in training sessions, workshops, and staff meetings to enhance your skills, knowledge, and understanding of massage therapy techniques, wellness trends, and guest service best practices.

Qualifications:

Certification or licensure as a Massage Therapist from a recognized accrediting organization, such as NCBTMB, CAMTC, or equivalent.

Previous experience in massage therapy, preferably in a spa, wellness center, or hospitality setting, with a demonstrated proficiency in performing a variety of massage treatments and bodywork modalities.

Strong technical skills and knowledge of massage therapy techniques, anatomy, and physiology, with the ability to customize treatments to meet guests' individual needs and preferences.

Excellent communication and interpersonal skills, with the ability to build rapport with guests, listen attentively to their concerns, and provide compassionate care and support.

Professionalism and discretion, with respect for guest privacy, confidentiality, and comfort during treatments and consultations.

Flexibility to work varied shifts, including evenings, weekends, and holidays, as required in a 24/7 operation onboard a cruise ship.

Proficiency in English; additional language skills are a plus, particularly languages commonly spoken by our international guests.

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