



Title: Massage Therapist

Reports to: Spa Operations Manager & Spa Assistant Manager

Company

At Onsen, we don't just offer a service we create an unforgettable experience. Nestled in Queenstown's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together.

The Role

At Onsen Day Spa & Pools, we take pride in delivering an exceptional and seamless experience for our guests. As a Massage Therapist you'll play a key role in delivering personalized treatments that align with each guest's individual needs and wellness goals.

Duties and Responsibilities

- Provide body treatments and therapeutic massage services utilizing various modalities.
- Perform a variety of massage treatments, including relaxation, deep tissue, hot stone, therapeutic and body treatments.
- Tailor each treatment to suit the individual needs of the guest. Utilizing a variety of techniques from restorative to performance enhancing to support recovery, enhance relaxation, improve circulation, and ease muscle tension.
- Incorporating complementary techniques such as cupping to improve blood flow and decrease muscle tightness.
- Discuss the pre-massage consultation document with the guest to understand the basic medical history of the client, assesses any problems or conditions and suggests appropriate therapy based on current health of client.
- Explain method and applicable techniques appropriately to customer needs as well as preferences.
- Monitor guest responses throughout the treatment and adjust techniques to ensure comfort and effectiveness.
- Ensure massage rooms are kept clean, well-maintained, and fully stocked by regularly changing linens, replenishing supplies, and upholding high hygiene standards.
- Adhere to all massage therapy protocols and maintain a professional, respectful and friendly approach with every guest.
- Maintain confidentiality as well as sensitivity related to age plus gender during client interactions.
- Deliver massage techniques that are safe, appropriate, and effective for each guest's needs.
- Be thoroughly familiar and able to recommend Spa products and treatments

- Provide massage services as outlined in the marketing including but not limited to Relaxation massage, Deep Tissue Massage and Facials.
- Maintain complete knowledge of correct maintenance and use of equipment, also use equipment only as intended.
- Always maintain positive guest relations and maintain client details and confidentiality.
- Sort and wash all linen, robes, and other laundry as and when required.
- Prepare guest drinks and snacks at the conclusion of the guest's treatment.
- Report any unusual customer interactions to the supervisor promptly.
- Perform opening and closing procedures
- Support your team by contributing to a respectful and collaborative workplace culture.
- Adhere to all health and safety protocols.
- Perform other work-related activities as requested.

Client Liaison

- Greeting customers from their poolrooms and guiding them to their massage suite, providing general information about the facilities and answering any client questions.
- Answer client questions about the Onsen Day Spa and Pools and regarding their massage experience.

Any other duties required

- From time-to-time other duties or responsibilities may be required of the massage therapist

Required Skills and Experience

- A Massage Therapy qualification equivalent to an NZQF Diploma (Level 5–6), or at least three years' experience in a massage therapist role.
- Must have relevant industry experience.
- A warm, professional approach with a passion for guest care.
- Strong communication skills and confidence to engage with guests.
- Committed to delivering high-quality guest experiences.
- An excellent work ethic, and initiative.