



Job Title: Massage Therapist

Date: May 2019

Report to: Lisa Goodman, DC

FLSA: Non-Exempt

Approved by: Lisa Goodman, DC

Salary: PT Commission

Job Summary: Use therapeutic manipulation of soft tissue to treat clients' injuries and promote general wellness to aid in healing the body. By doing this, we allow our clients to thrive and evolve in work, activities, and life.

Essential Job Functions:

- Be able to perform 30min to 120min deep tissue and swedish massages
- Maintain the Patient Experience and excellent customer service
- Create, execute and maintain treatment plans with the doctors
- Create accurate and timely SOAP notes on every patient within 24 hours of treatment.
- Communicate with doctors, front desk, and other therapists about clients, office supplies, and equipment
- Certify and perform class IV laser treatments
- Post up to 4 social media posts monthly / up to 6 blog posts per year

Additional Responsibilities:

- Arrive 30 minutes before your first client, familiarize yourself with your schedule, talk to doctors and front desk staff
- Perform the following massage techniques: medical massage, sports, prenatal, pediatric, additional techniques
- Rebook clients at a rate of 75%
- Cultivate new business if necessary
- Keep room clean for both clients and youKeep up with laundry, separate face covers from the fitted and flats
- Become knowledgeable on all retail items
- Massage therapists will be required to participate in up to 6 massage events either for hourly pay (pro-bono events) or for % rate equal to current pay grade and subject to change
- Up to 6 specialty massage articles/blogs required per 12 months

Skills and Attributes:

Firm grasp of deep tissue and swedish massage techniques

Knowledge of human anatomy and physiology

Kindness, patience, and great work ethic

Physical Requirements:

Stand for multiple hours of the day (4-9 hours)

Perform multiple massages throughout the day

Lift, Push, Pull up to 50 lbs+

Additional Information:

Cancellation Policy

1. If the patient is charged a N/S fee the therapist gets paid either full or half of their rate to be at work and not do massage.
2. If the patient is not charged a N/S fee due to extenuating circumstances, the therapist is encouraged to complete office hours. Ask the office manager, or Lisa for ideas on what to do doing this time. The therapist gets paid hourly to be at work.

Massage Therapist Key Results Area (detailed job function)

At all times, even when away from the physical practice, uphold professionalism, positivity, respect, and patient-first attitude. Through these KRAs we strive to differentiate ourselves from other massage practices.

KRA #1: Patient's First

- You are a massage therapist for a reason. Healing and giving are in your nature. Don't treat a patient with your preferred techniques, treat a patient with the techniques that will benefit them most.
- Learn patient relationships, referral connections, occupations, family members, etc.
- Provide detailed treatment goals, plans and follow up home care information

KRA #2: Lead By Example

- Provide exceptional patient-centered care utilizing a variety of techniques and evidence-based care.
- Coordinate care as appropriate with providers inside the office and in our community
- Document all patient interaction (appointments, phone calls, emails, etc) clearly, concisely, and completely
- Continue to grow as a professional through continued education, research, and study
- Keep a solid knowledge of massage, chiropractic and our techniques
- Confidently talk about our competitors and their techniques and how we are different

KRA #3: Be Creative

- Treatment plans should be unique and effective
- Seek out opportunities for internal and external marketing Implement ideas and reap the rewards
- Improvise and be flexible

KRA #4: Be a Team Member

- Step to the front when needed
- Be willing to step into any role to help the business succeed. Know what to do to help everyone else do their job
- No job should be too small for you to do. If needed and others are busy or not around (garbage, vacuum)
- Show respect and gratitude for all members of the team
- Share constructive and concrete ways to improve the business
- Cultivate positivity. Eliminate negativity.

KRA #5: Build Our Business / Reschedule

- The practice is only as good as our schedule is full, the most essential part of your job is to reschedule patients on their way out the door or before you hang up the phone
- Patients want to reschedule! They want to have a massage on their schedule in the future - remember you are helping to keep them well!
- Follow office policies for patient contact (NP email, Thank you for referral, B-Day card, pt f/u, FB, email campaigns, etc)
- Internal and external marketing as needed
- Interaction as appropriate with providers and referral sources (reports, correspondence, office visits, etc)
- Blog post 1x/month, FB post 1x/week Engage patients to get one quality online review per week (Yelp, Google, etc)

Offer upgrades / combined appointments to all patients

- Extended Massage Time
- Combine chiro treatment with massage
- Massage packages
- Do they need retail items to maintain between treatments

• Key Results Area #6: Culture Cultivation

- Perpetuate the detailed, overachieving, skilled, on-time and up-beat culture of the practice in a fun and relaxed environment Share with all patients ongoing promotions and new opportunities at the practice Fundraising
- Massage Specials
- Doctor Conferences
- Maintain professional and tailored dress at all times, no faded jeans, graphic tee shirts, flip flops, shorts
- Participate in voluntary meetings, mandatory meetings and team building events