# Summary

Responsible for the delivery and quality of massages and creating a healthy stress free environment for relaxing.

**MISSION/CORE VALUES**

All positions will provide a quality experience to those we serve by demonstrating the YMCA core values of Caring, Honesty, Respect, and Responsibility. All positions will advance the YMCA’s mission of putting Christian principles into practice through programs that promote a healthy spirit, mind, and body for all. All position will support our motto of building strong kids, strong families and strong communities.

**Core competencies:**

1. ***Supports the Mission, Vision and Direction of the YMCA:*** Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts change; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.

2. ***Builds Community:*** Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.

3. ***Provides a Quality Experience for Members, Participants, Internal Customers and Others:*** Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve and involve members, participants, internal customers and others.

4. ***Works Productively: Demonstrates Responsible Actions:*** Consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies, and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.

5. ***Uses Effective Personal Behaviors/Communicates Effectively:*** Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

**Essential Duties and Responsibilities**

* Provides a clean, safe, comfortable and enjoyable environment for our members and guests while they are receiving a massage.
* Be knowledgeable of the most up-to-date massage principles and practices.
* Attend staff meetings/trainings as required.
* Assist the Wellness Coordinator in planning, developing and monitoring the massage program.
* Enforce YMCA policies and guidelines.
* Complete incident/accident forms and submit to Senior Programs Director.
* Report suspected child abuse to immediate supervisor.
* Ensure facilities are clean and in good repair. Identify equipment to be repaired and submit appropriate paperwork.
* Demonstrate the Character Development values of caring, respect, honesty, and responsibility in all your dealings with members, guests, volunteers and fellow staff.
* Obtain supervisor approval prior to making a work schedule change/switch. Complete a change/switch form even in case of illness and submit to supervisor.
* Responsible rescheduling massages if unable to work for the day.
* Responsible for other duties as assigned.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

* High school diploma or general education degree (GED).
* State License for Massage Therapy.

**Other Skills and Abilities**

* Strong public relations and interpersonal skills
* Ability to read and comprehend simple instructions, directions, short correspondence, and memos.
* Ability to write simple correspondence. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Talking to others to convey information effectively.
* Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
* Ability to communicate effectively.
* Ability to work in and resolve conflict situations
* Ability to represent the YMCA in a mature and professional manner

**Other Qualifications**

* At least eighteen years of age. Criminal clearances (Act 33).Child Abuse clearances (Act 34). FBI Clearances.
* Must complete all required YMCA training certifications.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is required to talk or hear. The employee is regularly required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of the job, the staff is indoors.
* The noise level in the work place is usually moderate.

*This position description is not a contract. The Greensburg YMCA reserves the right to change this position description as necessary. I have read and understand the position description, expected work schedule, and rate of compensation, and I accept this position.*

EMPLOYEE SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_

SUPERVISOR SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_