

Job Title: Room Attendant
FLSA: Non-exempt
Reports To: Housekeeping Manager

Department: Housekeeping
Status: Seasonal
Pay Grade: 4

SUMMARY:

Cleans and maintains the guest rooms, hallways, linen closet and room attendant cart. Delivers requested items to guest. Assist the guest in any way possible.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Cleans guest rooms including check out and stay over's
- Clean patios; keep patio free from cobwebs, bird droppings, bugs and discarded cigarettes. This includes but not limited to the shrubs and windows
- Cleaning carpets and upholstery in guest's rooms. Spot carpets and upholstery. Every effort will made to see that spots are cleaned before other housekeeping staff is requested. Notify when spots cannot be removed so appropriate personnel can be sent to the rooms
- Mop bathroom floors, scrub bathtubs, toilets and remove black marks from walls, floors and doors
- Tag lost and found items and bring to housekeeping
- Insure all bedding is fresh and clean. This requires changing sheets, pillowcase and towels daily unless request by guest
- All laundry will be stripped and to housekeeping by 1:00 p.m. If a laundry assistant is not available, laundry will be delivered to housekeeping by room attendant
- Clean coffee pots, coffee trays and ice buckets including lids. Replenish amenities including shampoos, soaps, and coffee and condiment packs. Replenish coffee cups, toilet paper, Kleenex and all paper in guest directory as needed. Clean microwaves and refrigerators daily
- Defrost freezer when needed
- Deliver linen to linen closet
- Keep hallways vacuumed and free of liter as needed. This includes bird droppings on all surfaces. Clean bugs from interior and exterior lights
- Keep room attendant carts and closets stocked, neat and clean
- Deliver items to guest
- Room checks as needed
- Wash windows, both inside and out of the guest rooms as needed
- Gather dishes in the hallways from room service if needed
- Dust window ledges, window tracts, blinds and other surfaces in guest rooms
- Assist with delivery and organization of supplies
- Assists any persons in building or grounds needing direction or Resort information
- Maintains communication with Executive Housekeeper regarding any issues that might reveal a weakness or vulnerable area of housekeeping that is discovered during the course of operations
- Would respond to any emergency situation at the property while on duty
- Fill in for absent or sick employees
- If Assistant Housekeeping Manager finds deficiencies in guest rooms that were assigned to room attendant, the room attendant will be required to return to the guest room in question and clean or repair necessary items
- During winter months deep cleaning of the rooms will be required along with Christmas decorating

- Ensure compliance with established rules and regulations. Assist in the recommendation, development and implementation of improvements to systems and procedures
- Provide leadership in the event of an emergency
- Must maintain composure at all times in all situations
- Other duties as assigned

SUPERVISION EXERCISED:

- None

EDUCATION AND/OR EXPERIENCE:

- Previous experience in housekeeping - preferably with cleaning rooms in a hotel/resort typesetting.
- Customer Service

SPECIAL QUALIFICATIONS:

- Problem solving and decision making
- Ability to follow directions and work independently
- Ability to work quickly and thoroughly
- Ability to establish and maintain effective working relationships as well as to gain the cooperation of patrons, employees, and fellow staff members.
- Must possess strong attention to detail, excellent customer service skills, and strong organizational skills and be a self-starter with the ability to follow-up and complete tasks in a timely manner with minimum supervision.
- Strong interpersonal and communication skills.
- Must be dependable with excellent work attendance record.
- Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position will require physical activity both inside and outside of the resort
- Able to walk extensive periods while cleaning and inspecting the premises this is not limited to just these activities
- Able to stand for long periods of time
- Must be able to lift up to 50lbs
- Bending, stretching and kneeling for long periods of time
- Climbing ladders and walking on wet floors
- Able to carry back pack vacuum cleaners while vacuuming stairs, upholstery and guest rooms
- The Room Attendant will work closely with the Assistant Housekeeping Manager, the Housekeeping Manager, Front Desk Manager, Front Desk Staff, Room Attendants, Laundry Attendants, Security Department, General Manager of KwaTaqNuk Resort and the Human Resource Department.
- Ability to work flexible hours/shifts including evenings, weekends and holidays required.

CERTIFICATES/LICENSES & REGULATIONS:

- None

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

I certify that I have read this job description and understand each one of the requirements for this job position, including but not limited to the physical requirements.

By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Print & Signature

Date

HR Representative

Date