



JOB TITLE: Housekeeper
Shift: Full-Time
FLSA: Non-Exempt
Department: Hotel
Location: Central City
Wage: DOE
POSITION REPORTS TO: Hotel Manager

SUMMARY: To provide a clean, healthy, and safe environment for CUSTOMERS and TEAM MEMBERS. Maintains good public relations with CUSTOMERS and TEAM MEMBERS while enhancing safety and providing a source of information for customers.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor or the Safety Committee of unsafe conditions, as directed. Maintains all required Hazardous Products information sheets.
2. Maintains good public relations with CUSTOMERS and TEAM MEMBERS while enhancing safety and providing a source of information for customers.
3. Cleans, sanitizes, and maintains hotel rooms ensuring they are stocked with personal products.
4. Cleans, sweeps, and/or mops all hallways, as needed.
5. Removes all trash on a continuous basis throughout the hotel.
6. Operates and maintains various cleaning equipment.
7. Cleans, polishes, waxes, dusts and maintains all woodwork, windows, wall fixtures, and televisions, as scheduled or requested.
8. Performs other duties, including special projects, which could include hotel rooms, as needed and directed.
9. Communicates and maintains performance standards for interaction with Customers and acts effectively to anticipate reduce or eliminate complaints from customers.
10. Coordinates operations with other departments to establish and maintain co-operative inter-departmental relations and acts to improve work relationships and exchange ideas.
11. Attendance: reports to work as scheduled, on time, and ready to work.

QUALIFICATION REQUIREMENTS: Demonstrated experience performing positively and achieving objective based results. An availability to respond to property needs on a 24-hour basis and work shifts. Demonstrated effective and diplomatic oral communication skills, including contacts with employees and customers.



EDUCATION AND/OR EXPERIENCE: A demonstrated knowledge of janitorial or housekeeping duties, including knowledge and experience with floor care machines (i.e., buffers and extractors).

LANGUAGE SKILLS: Demonstrated effective and diplomatic oral communication skills using English.

REASONING ABILITY: No decision-making is required beyond the scope of essential duties.

CERTIFICATES, LICENSES, REGISTRATIONS: Successful completion of hazardous material training.

OTHER SKILLS/ABILITIES: No additional skills are required.

PHYSICAL DEMANDS: Essential duties involve performing physical exertion, walking, climbing stairs, stooping, bending, stretching, squatting, upper torso twisting, reaching, and standing for 10 hour shifts with standard breaks. Essential duties require periodic lifting 25 to 75 pounds from floor to waist to waist to shoulder; using standard cleaning chemicals with citrus acid base; working any day of the week.

WORK ENVIRONMENT: Essential duties involve working with large numbers of people and in an environment containing loud, continuous high noise levels, and contain cigarette smoke and other odors.

MATERIALS AND EQUIPMENT DIRECTLY USED: Cleaning supplies including citrus based (wood polish, gum remover and glass cleaners) and other chemical all purpose cleaners and disinfectants; snow removal equipment and chemicals; floor maintenance machines (i.e., buffers and extractors); and lifting belts and protective equipment, including gloves and goggles (which are to be used in the performance of duties).