

Job Title: Housekeeper

Department: Housekeeping
Reports to: Housekeeping Manager
FLSA Status: non-exempt
Age Requirement: 18+
Workweek: Fluctuating days, hours, weekends, holidays
Effective Date: January 2024



Job Description

Summary

The **Housekeeper** is responsible for fulfilling, maintaining, and providing a cleaning system that properly reflects the high quality and high standard of cleanliness in guest rooms and other parts of Camp Dawson Event Center facility and properties. He/she responds to any reasonable request made by a guest and/or management in an effective and timely manner. He/she recommends improvements, consults with management and serves as a resource in all aspects of housekeeping. The Housekeeper will be cross-trained as a Laundry Worker and Custodian.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Complete all tasks involved with cleaning a guest room.

Sort, count, fold, mark, or carry linens.

Make beds.

Replenish all room amenities.

Sweep, scrub, vacuum all floors.

Clean rugs, carpets, upholstered furniture.

Dust furniture, wash walls and woodwork.

Wash inside windows, door panels, and sills.

Empty waste baskets and transport trash and waste to disposal area.

Clean bathroom and replenishes supplies.

Replace light bulbs in lamps.

Complete proper checklist forms to track and record work done on a daily basis.

Move furniture with assistance.

Submit work orders to the Housekeeping Manager.

Other duties pertaining to location of work including stocking linens and keeping the housekeeping cart and supply room stocked and cleaned.

Assume responsibility for the effective reporting of internal and external damaged or non-operating items in guest rooms and on property to manager.

Complete and submit proper paper work documenting the location, date, type of damaged item or non-functioning item. Take a photo of damage so that corrective action may be taken.

Ensure that document submissions and filings are accurate and timely.

Foster cooperation and teamwork among all staff, always be courteous to guests and employees; and consistently follow all policies of the organization.

Additional duties when selected by Management and accepted by Employee:

Gain knowledge of RDP software.

Assist in overseeing daily boards for housekeepers.

Assign rooms to each housekeeper and update status of completed rooms once boards completed.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Exhibits ability to learn and apply new skills; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems.

Problem Solving - Identifies and resolves problems in a timely manner.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Conflict Resolution - Maintains objectivity; keeps emotions under control.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; supports organization's goals and values; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Measures self against standard of excellence; recognizes and acts on opportunities.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work.

Judgement - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

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); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software.

Certificates, Licenses, Registrations

On-the-Job training and attend training as required to work for CDEC.

Anti-Terrorism Awareness Certificate. Valid Driver's License when operating CDEC vehicles.

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 frequently required to walk and reach with hands and arms. The employee is occasionally required to stand; use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; extreme heat and risk of electrical shock. The noise level in the work environment is usually moderate.

Acknowledgement

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature _____

Printed Name _____ Date _____
