



JOB DESCRIPTION

This job description is an overview of the duties and responsibilities assigned to the role identified below. It is not intended to cover every work assignment the job may have, but rather to cover those work assignments which are essential, predominant, and recurring. Responsibilities and duties may change, or new ones may be assigned at any time, with or without notice.

Job Title:	Housekeeper	Date:	6/3/2024
Department/Group:	Camp Weed	FLSA Status:	NON-EXEMPT
Reports To (position):	Housekeeping/Guest Services Supervisor	Market Midpoint	\$13-15/hour

JOB 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 the Camp facility and properties. Responds to any reasonable request made by a guest and/or management in an effective and timely manner. This role recommends improvements, consults with management and serves as a resource in all aspects of housekeeping.

KEY RESPONSIBILITIES

- Completes all tasks involved with cleaning and sanitizing guest rooms and meeting spaces
- Assists with laundry duties, including washing, drying, folding, and distributing linens and towels.
- Makes beds and replenishes all room amenities.
- Sweeps, scrubs, vacuums all floors; cleans rugs, carpets, upholstered furniture.
- Dusts furniture washes walls and woodwork; washes inside windows, door panels, and sills.
- Empties waste baskets and transports trash and waste to disposal area.
- Cleans bathroom and replenishes supplies.
- Replaces lights bulbs in lamps.
- Completes proper checklist forms to track and record work done daily.
- Moves furniture with assistance.
- Stocks linens and keeps the housekeeping cart and supply room stocked and cleaned.
- Reports internal and external damaged or non-operating items in guest rooms and on the property to Supervisor and submits work orders to the Housekeeping Supervisor
- Assumes responsibility for the effective reporting of internal and external damaged or non-operating items in guest rooms and on property to manager; completes and submits proper paperwork documenting the location, date, type of damaged item or nonfunctioning item in a timely manner.
- Assists with room set-ups.
- Provides excellent customer service to guests, responding to requests and inquiries promptly and courteously.
- Assists with laundry duties, including washing, drying, folding, and distributing linens and towels.
- Assists with special projects as needed.

ROLE QUALIFICATIONS

EDUCATION & EXPERIENCE REQUIRED

- At least three (3) months related experience and/or training
- Effective written and verbal communication skills
- Strong attention to detail

- Strong analysis and problem-solving skills
- Effective customer service and hospitality skills

PREFERRED

- High school diploma or GED
- Understanding and appreciation of the Episcopal Church and sincere desire to carry out its mission

KEY COMPETENCIES

- **Leadership:** ability to handle tasks and work independently and intentionally develop and utilize positive and ethical leadership traits
- **Creative Thinking:** ability to demonstrate conceptual creative thinking, taking an idea and visualize/describe the opportunity, then recognize the potential fit with culture and product lines
- **Integrity and Ethics:** ability to gain the confidence and trust of others through honesty, authenticity, taking responsibility for own actions, and telling the truth.
- **Accountability:** ability to act with a clear sense of ownership; takes personal responsibility for decisions, actions, deliverables, and failures; establishes clear responsibilities and processes for monitoring work and measuring results; embraces experimentation, creativity, and positive change
- **Team Orientation and Collaboration:** ability to successfully build and maintain collaborative relationships to work effectively together as a team through shared responsibility, respect, and empathy to complete a shared goal for a common good
- **Mission/Goal Orientation:** ability to define issues and focus on achieving workable solutions consistent with fulfillment of church mission and consistent with the church's ministry process.

WORKING CONDITIONS/EQUIPMENT USE

- Ability to work nontraditional hours
- Ability to be ambulatory in a camp setting
- Physical stamina and the ability to perform repetitive tasks, lift heavy objects, stand for extended periods, and work indoors and outdoors in hot and cold temperatures
- Valid driver license with proof of insurance
- Must be able to lift up to fifty (50) pounds
- *Frequent use housekeeping equipment to include golf cart, handheld radios, vacuum cleaners, mops, brooms, cleaning brushes, cleaning chemicals and disinfectants, floor buffers and carpet cleaners, personal protective equipment (gloves, masks, etc.), hand tools for minor repairs and maintenance.*