



Howonquet Lodge Position Description

Title: Housekeeping Lead
Class: Service
Status: Full Time
Supervisor: Hospitality Manager
Subordinates: Hotel Housekeepers

Department: Hotel
FLSA: Non-Exempt
Pay Grade: V
Effective Date: 9/16

Position Summary:

The Hotel Housekeeping Lead is responsible for cleanliness of the hotel, guest rooms, facilities, guest areas, and lobby. The Housekeeping Lead is responsible for administering and coordinating housekeeping functions. Days off will be weekdays, unless business or situations arise that may change scheduled days off. An early arrival or a late departure may be required

Essential Duties and Responsibilities include the following:

- The essential hospitality standards must be used at all times when addressing guests and employees: ***eye contact, smile, speak first, engage in polite conversation, speak last, and use the guest surname.***
- Inspect Room Housekeepers' work performance on a daily basis to ensure that standards and productivity levels are being met and maintained.
- Create and work from daily job lists, i.e. room status list, arrivals and departure lists, etc.
- Oversee the daily assignment of duties, ensuring the housekeeping staff carry out work assignments in a timely manner.
- Ensure all records of daily assignments are completed, signed off and turned in.
- Monitor cleanliness and orderliness of housekeeper's carts, linen closets, control closets, stairways and landings.
- Carry an active radio to maintain contact with the Front Office.
- Report on progress of all out-of-order rooms under the Housekeeping Department's supervision according to standards.
- Maintain key control.
- Handle items for "Lost and Found" according to prescribed standards.
- Oversee the closing of each floor at the end of the day.

- Inventory and give order for cleaning and bedding supplies to the Manager.
- Note any damage to guest rooms/ hotel and report any missing items.
- Initiate work orders for repairs and maintenance. Forward these to the Hospitality Manager following through for completion.
- Train the Housekeeping staff.
- Adhere to all company policies and procedures.
- Adhere to the hotel's code of conduct, grooming, and hygiene standards
- Keep abreast of events in the hotel.
- All other duties as assigned.

Minimum Qualifications:

- Associates degree, or two to four years related experience and/or training, or equivalent combination of education and experience.
- Three to four years of experience in hotel or institutional housekeeping
- One year of supervisory or management experience
- Working knowledge of handling chemicals safely and economically.
- Must be 18 years of age.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Desirable Qualifications: Previous hotel housekeeping experience. Ability to multi-task. Detail oriented personality. The ability to carry out instructions.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions of equipment used.

Mathematical Skills:

Need to have the ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding in carrying out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must be able to pass extensive background investigation for the issuance and retention of gaming license.

Physical Demands:

- Work position: standing 40%, walking 50%, sitting 10%.
- Back movements: Lifting up to 50 lb. occasionally, carrying, bending, some reaching, some kneeling/squatting, some climbing stairs.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Per Federal regulations, must submit to and pass a pre-employment drug and alcohol screening test as well as participate in random drug testing throughout employment.

Work Environment:

Work in areas of the hotel, such as the laundry room, guest rooms and housekeeping, as well as throughout the facility. Sit, stand, bend, lift, and move intermittently during working hours. Interact with hotel staff, housekeeping staff, guests, front desk staff and visitors, etc., under all conditions/circumstances.

Employee's Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____

