

Job Description: Housekeeper
Department: Guest Services
Reports to: Housekeeping Manager
FLSA Status: Non-Exempt



Position Summary: The Housekeeper contributes to guest comfort and ensures the daily cleaning and tidying of the facilities and public spaces. The Housekeeper ensures all assigned areas are clean, neat and tidy. Housekeepers play an important role for our home-away-from-home experience for each of our guests every day and must provide professional, friendly and courteous guest interactions and guest services. The role maintains a thorough knowledge of The Fort and all of its grounds, products and services as well as awareness of other roles and responsibilities throughout the organization. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our guests while maintaining a professional and friendly demeanor.

Principal Duties and Responsibilities

- Acknowledge and greet guests in public spaces with a warm, friendly greeting
- Respond to guest queries and requests with a friendly and helpful demeanor
- Clean rooms, including dusting, vacuuming, changing bed linens, cleaning bathrooms, kitchen areas, shampoo carpets and upholstery (occasionally), empty and clean trash containers, move furniture and cushions before vacuuming, sort, wash, load and unload laundry, restock room supplies such as drinking glasses, soap, towels etc.
- Inspect and turn mattresses regularly
- Store all dirty laundry in line with company policy
- Ensure confidentiality and security of guest rooms
- Check all appliances in rooms and report items that need maintenance of repair
- Realign furniture and amenities according to prescribed layout
- Respond to calls for housekeeping problems such as spills, broken glasses, new towels etc.
- Pick up ground litter around rooms or wherever visible
- Make recommendations to improve service and ensure more efficient operation
- Follow all company safety and security procedures
- Attend staff meetings as needed
- Other duties as assigned by supervisor or other management

Minimum Qualifications

1. High School Diploma or GED equivalent preferred
2. One year of housekeeping experience and/or training in custodial work

Knowledge, Skills, and Abilities

1. Knowledge of cleaning and sanitation products, techniques and methods
2. Knowledge of cleaning sensitive materials
3. Follow directions thoroughly
4. Work with minimal supervision
5. Willing and able to work evenings, weekends and holidays
6. Can work on own as well as part of a team
7. Perform work well with accuracy, speed and attention to detail

8. Maintain confidentiality of guest information
9. Ability to operate all necessary equipment
10. Available for flexible scheduling to meet the needs of the department
11. Listens well and communicate clearly and thoroughly
12. Physical stamina and mobility including ability to reach, kneel and bend
13. Ability to lift, push and pull required load, usually about 30 pounds repetitively

Key competencies

Key competencies include meticulous, attention to detail, integrity, honesty, confidentiality, listening and communication, customer focus, information collection and monitoring, reliability, adaptability, and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.

Employee (Print Name)

Employee Signature

Date

Housekeeper

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting			x		
Walking				x	
Standing					x
Running		x			
Bending or twisting				x	
Squatting or kneeling			x		
Reaching above shoulder level			x		
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping		x			
Lifting/carrying 10-25 pounds				x	
Lifting/carrying 26-50 pounds			x		

	NA	NE	O	F	C
Lifting/carrying more than 50 pounds		x			
Pushing/Pulling				x	
Using Foot Controls			x		
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes			x		
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases			x		
Exposure to blood, body fluid, or potentially contaminated materials			x		
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)					x
Distinguishing colors		x			
Hearing conversations or sounds					x
Hearing via radio or telephone					x
Communicating through speech					x

	NA	NE	O	F	C
Communicating by writing/reading					x
Distinguishing odors by smell			x		
Distinguishing tastes	x				
Exposure to wild/dangerous animals	x				
Exposure to insect bites or stings	x				
Work/travel in boat/small aircraft	x				
Exposure to aggressive/angry people		x			
Restraining/grappling with people	x				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date