



Position: Housekeeping Lead
Department: Housekeeping
Reports to: Housekeeping Supervisor
FLSA Status: Non-Exempt

Wage & Benefits: Start \$20.50 per hour plus tips. Full benefits for full-time includes medical, dental, and pto; partial benefits available to part-time employees. See employee handbook for details.

Position Summary: The Housekeeping Lead will oversee the work activities of the housekeepers to ensure clean, orderly, and attractive rooms at Fort Worden; including assigning duties and inspecting work. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to fellow employees and vendors while maintaining a professional and friendly demeanor. This role directly communicates to the Housekeeping Supervisor any complications, mishaps, or astounding services regarding the housekeepers performance.

Principal Duties and Responsibilities

- Clean, check furniture and appliances and properly store and transport both clean and dirty laundry following the housekeeping procedures
- Safely drive and maintain vehicles available for transporting crews and cleaning materials, laundry and equipment.
- Ability to follow all safety guidelines and procedures
- Obtain a list of rooms to be cleaned immediately and throughout the day
- Assign housekeepers their duties, provide guidance and inspect work for conformance to prescribed standards of cleanliness, assuring team work and coordination of efforts among staff in accomplishing tasks
- Clean rooms, including dusting, vacuuming, changing bed linens, cleaning bathrooms, kitchen areas, empty and clean trash containers, move furniture and cushions before vacuuming, restock soap, towels etc.
- Identify developmental needs of staff; coach, mentor or otherwise help staff to improve their knowledge or skills.
- Maintain cleaning board and update quality list after each unit clean
- Make recommendations to improve service and ensure more efficient operation
- Step in for other housekeeping staff as needed
- Attend staff meetings as needed
- Acknowledge, greet and respond to guests in public spaces with a warm, friendly greeting
- Ensure confidentiality and security of guest rooms
- Respond to calls for housekeeping problems such as spills, broken glasses, new towels etc.
- Follow all company safety and security procedures
- Other duties as assigned by supervisor or other management

Key Competencies

Meticulous, attention to detail, integrity, honesty, confidentiality, listening and communication, customer focus, information collection and monitoring, reliability, adaptability, and efficiency.

Minimum Qualifications

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

Knowledge, Skills, and Abilities

- Knowledge of cleaning and sanitation products, techniques and methods
- Follows directions thoroughly
- Works with minimal supervision with ability to lead a team
- Willing to work a flexible schedule and able to work evenings, weekends and holidays
- Performs work well with accuracy, speed and attention to detail
- Maintain confidentiality of guest information
- Ability to operate all necessary equipment
- Listens well and communicate clearly and thoroughly
- Physical stamina and mobility including ability to reach, kneel and bend
- Ability to lift, push and pull required load, usually about 30 pounds repetitively

EEO Statement

Fort Worden Hospitality 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, Fort Worden Hospitality will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden’s Service Philosophy - CAMP

Cultivate a community for anyone to feel welcome at Fort Worden.

Attention to detail in every task.

Model of integrity in policy and practice.

Proactively work to ensure guests and employees want to return.

Fort Worden Hospitality welcomes visitors to a treasured state asset – Fort Worden State Park and Lifelong Learning Center. We connect people to the park’s resources: the lifelong learning center campus, the cultural, educational, artistic, environmental, and recreational programs offered by the park’s partner organizations; the trails, beaches and historic batteries. We also provide hospitality packages; meeting and events spaces; food service; and lifelong learning programming.

Employee (Print Name)

Employee Signature

Date

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