

Job Title: Housekeeper
Department: Guesthouse
Reports To: Assistant Guest Services Manager

Job Status: Part-time or Full-time
Thursday-Monday
FLSA Status: Non-exempt (hourly)
Physical Strength: Moderate

SUMMARY

Under general supervision, the Housekeeper helps to provide the best possible guest experience by maintaining a clean, sanitary, comfortable and tidy environment in the Guesthouse.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department and/or Abbey needs.

- Manages multiple projects at any given time
- Pursues opportunities to achieve maximum expense control and productivity for Guesthouse
- Exercises initiative in performing a broad range of housekeeping duties, which may include:
 - Cleaning of corridors, lobbies, stairways, elevators, dining room, lounges and guest rooms; may occasionally deep clean kitchen.
 - Sweeping and mopping hard floors, vacuuming carpets, rugs and draperies.
 - Emptying and cleaning trash containers; disposing of trash in a sanitary manner.
 - Cleaning restrooms and showers in guest rooms and public areas.
 - Making up beds and changing linens as required.
 - Tidying of guest rooms and public areas.
 - Washing windows as scheduled.
 - Maintaining all cleaning equipment and materials, ensuring that they are kept in a safe and sanitary working condition.
 - Organizing work schedule based on room status list, arrivals and departures.
 - Dusting and polishing furniture and fittings.
- Follows all approved safety and security procedures, including usage of assigned personal protective equipment.
- Reports any maintenance issues or safety hazards
- Always maintains the highest health and safety standards; uses Personal Protective Equipment as necessary and complies with building codes and all other regulations.
- Frequently interacts with individuals both within and outside of organization
- Maintains a positive work atmosphere by acting and communicating in a manner which facilitates positive working relationships.
- Performs other duties as assigned in the best interest of maintaining and preserving the mission, vision and culture of Mount Angel Abbey.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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.

- Working knowledge of cleaning and sanitation products, techniques and methods
 - Demonstrated ethic of accountability in the workplace; experience maintaining strict confidentiality and discretion.
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- Requires excellent judgment skills and a personal commitment to outstanding customer service.
- Strong attention to detail management, always looking to improve the quality of the process.
- Must be a self-starter with ability to work both independently and as a member of a team and to support others' objectives as his/her own.
- Strong time management skills, with a high degree of flexibility/adaptability, and the ability to prioritize tasks.
- Strong communications skills and a demonstrated ability to interact with individuals from a diverse variety of backgrounds and cultures.
- Ability to maintain a positive work atmosphere by demonstrating a pleasant and hospitable demeanor and acting/communicating in a positive manner.
- A working knowledge of the Catholic Church and an understanding of a Catholic Abbey and Seminary are helpful.
- Must be available for weekend work.
- Must be able to pass criminal background and drug screenings.
- Must be able to follow all safety procedures, including use of approved Personal Protective Equipment.
- In order to provide our guests with a pleasant and healthy retreat experience, while at work the employee is expected to be free of any discernable smells or scents, including but not limited to tobacco, body odor, or personal care products/fragrances.
- Regular and predictable attendance is an essential function of the job.

EDUCATION and/or EXPERIENCE

Any combination of education, training or experience that provides the knowledge, skills and abilities required to perform the essential functions of the position. High school education and some college coursework preferred.

- High school diploma or equivalent preferred.
- Experience in successfully managing multiple project priorities.

LANGUAGE SKILLS

Strong verbal and written skills.

MATHEMATICAL SKILLS

Solid basic math skills.

COMPUTER SKILLS

None.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

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.

- Ability to reach (including overhead), work on a ladder, kneel, bend, and stand for long periods of time, in some cases for an entire 8-hour work shift.
- Ability to utilize industrial cleaning equipment and industrial strength cleaning products
- Must be able to regularly lift, push, pull and carry a minimum weight of approximately 25 pounds and occasionally enlist assistance in lifting larger objects weighing up to 50 pounds.

WORK ENVIRONMENT

- Guesthouse environment
 - When travelling between buildings, may experience exposure to various and sometimes adverse climate conditions.
 - Noise level in the work environment is usually moderate to high, with occasional periods of time exposed to machine noise.
 - Includes usage of cleaning laundry chemicals and equipment.
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