



DRAFT JOB DESCRIPTION

ROLE TITLE:	DDC – Visitor Experience Centre Housekeeping	ROLE DESCRIPTION NO.:
DEPARTMENT:	Motel (Orientation, Store & Café)	REFERENCE CODE:
REPORTING TO:	Visitor Experience Centre Manager	JOB CODE:
POSITION TYPE:	1 part time seasonal	

Ditidaht Development Corporation (DDC) believes in the success of our community. Our organization relies on dedicated employees who are committed to supporting our members to become a self-sustaining nation for our people. That in turn deserves our ongoing support and encouragement. We believe that doing so requires laying the foundation for a respectful and positive work environment

ROLE SUMMARY

Reporting to the Visitor Experience Centre Manager, the Housekeeper serves as the ambassador to our guests by providing a clean and orderly environment that will become a critical factor in maintain and strengthening our reputation with integrity and attention to detail. All staff positions will have some shared responsibilities and cross-training opportunities to provide the best customer service in all areas.

DUTIES AND RESPONSIBILITIES

The Housekeeper 's primary role includes the following responsibilities:

1. Housekeeping

The Housekeeper specific responsibilities include:

- a. Being on-site and available to assist motel guest's needs
- b. Courteously greeting and assisting visitors and directing them as appropriate
- c. Promptly and courteously answering the phone and redirecting callers appropriately
- d. Clearly documenting messages with relevant details and passing messages to relevant staff in a timely manner
- e. Ensure all rooms are cared for and inspected according to standards
- f. Keeping Laundry cycles in a timely manner and ensuring proper folding, storing and sanitizing techniques are being used
- g. Able to direct Motel Assistants with clear communication and cooperation
- h. Protect equipment and make sure there are no inadequacies
- i. Notify superiors on any damages, deficits and disturbances
- j. Deal with reasonable complaints/requests with professionalism and patience
- k. Check stocking levels of all consumables and replace when appropriate
- l. Adhere strictly to rules regarding health and safety and be aware of any company related practices
- m. Willingness to cross-train in other departments (which may include Parks Orientation requiring criminal record check for cash handling)

2. Motel and Equipment / Supplies

The Housekeeper is responsible for the overall maintenance of the office, including the following:

- a. Maintaining the organization and cleanliness of office area and Laundry room to presentable standards
- b. Maintaining the cleaning supplies, and ensuring mops/brooms/vacuums are in working order
- c. Keeping inventory of supplies provided to guests

3. Professional Development

All staff are expected to participate in professional development opportunities that are specific to their role and those that are provided to all DDC/DFN staff. This includes:

- a. Communications
- b. Conflict Management
- c. Relevant Computer Software
- d. Skills required for role's responsibilities
- e. Other areas as identified

4. Additional Expectations

The Housekeeper's role also includes

- a. Attending staff and team meetings, as required
- b. Coordinating with the Motel Manager, communicating issues and opportunities and problem solving as needed
- c. Having a thorough knowledge of the DDC HR policy and relevant procedures
- d. Maintaining professionalism at all times
- e. Maintaining a professional manner on social media
- f. Maintaining confidentiality of information received
- g. Ensuring health and safety standards are maintained and promoting a physically and psychologically safe work environment
- h. Willingness to take on other responsibilities as identified by the Visitor Experience Centre Manager (eg. Pick up supplies needed in town)

QUALIFICATIONS

- High School Diploma preferred
- Good reputation with the Nation
- Knowledge of Motel/Hotel procedures and operation, including telephone and computer skills
- Current BC Driver's License (or willingness to obtain one).
-

PERSONAL CHARACTERISTICS

- Courteous and strong ability to positively engage with people
- Strong interpersonal skills and ability to work well within a team
- Able to work in changing, dynamic, high stress environment
- Able to work well and respectfully with community members
- Able to maintain confidentiality
- Able to handle conflict with sound judgement
- Self-motivated and able to work independently under the supervision of the Visitor Experience Centre Manager and as part of a team
- Interested and committed to consult with the Motel Manager and other staff as needed and involve them in decision-making as relevant

SKILLS (may be enhanced with training on the job)

- Strong oral and written communication skills
- Well-organized and makes good use of systems to track tasks, schedules, etc.

LOGISTICS and PROCEDURES

- Hours of Work: Between the hours of 8:30am – 4:30pm (with flexibility on laundry duties and on-call guests arriving) with variable days off, 7 - day operation.

Prepared By:	Anne Pettet
Date Prepared:	Feb 26 th , 2020
Date Revised:	