

JOB DESCRIPTION



Job Title:	Housekeeper
Reports to:	Housekeeping Supervisor
Department:	Guest Services
Roles Supervised:	Housekeeping Interns Volunteers
Type of Work:	Permanent, Full-time
Work Location:	RockRidge Canyon, Princeton, BC

Position Purpose

RockRidge Canyon is a Young Life of Canada property in Princeton, British Columbia, owned and operated by Young Life for the purpose of reaching teenagers with the Gospel of Jesus Christ. It additionally functions as a Christian conference and retreat centre when not being used by Young Life. RockRidge Canyon is committed to providing “intentional hospitality” to our guests. This means working to consistently exceed the expectations of our guests in quality of service, facilities, and overall experience.

Reporting to the Housekeeping Supervisor, the Housekeeper partners with the property staff team to set a standard of excellence in service and presentation that exceeds guests’ needs and expectations. The Housekeeper ensures Christ-like hospitality to the property’s guest groups by providing exceptional cleaning services, professional bed making and fulfillment of last minute tasks as required.

The core work places will be Wolfe Creek Lodge (WCL), and three dorm lodges, Pinnacle Day Lodge and the Rock Club Theatre. RockRidge Canyon has different operating seasons, some of which require seasonal staff, temporary volunteers, and additional staff from other departments. The Housekeeper will be required to work alongside a variety of people, and on occasion may be asked to ensure proper introduction and training to the relevant housekeeping tasks.

The Housekeeper maintains excellent communication between all property departments and Young Life field staff to ensure seamless and excellent service to all guests on the property. The Housekeeper may support the Housekeeping Supervisor with supply ordering, inventory management, and budget preparation. The Housekeeper subscribes to Young Life’s Statement of Faith and abides by its Codes of Conduct.

Key Duties and Responsibilities

Spiritual Leadership

- Model Christ in word, deed and actions.
- Model and promote Young Life's mission, core values, and strategic plan. Represent Young Life positively and professionally within the community.
- Provide spiritual leadership to direct reports and volunteers.
- Pray for kids, Young Life volunteers, and fellow Young Life staff. Ensure that all ministry at RockRidge Canyon is designed and carried out with a dependence on prayer that flows from a personal relationship with Jesus Christ.
- Pursue spiritual growth.

Housekeeping Duties:

- Refer and adhere to all Housekeeping policy and procedure
- Receive daily information from Housekeeping Supervisor regarding housing and linen requirements
- Refer to Housekeeping Manual for all cleaning procedures and standards
- Implement cleaning policies and procedures
- Inspect facilities to ensure established safety and cleanliness standards are met
- Report and recommend additional services required such as painting, repair work, renovations, replacement of furnishings and equipment and other deficiencies
- Ensure that storage areas and carts are well stocked and tidy
- Complete all assigned duties for the main Pinnacle building, dorm rooms, guest rooms, lounges, washrooms, etc
- Clean rooms, hallways, lobbies, restrooms, lounges, corridors, stairways, elevators and other work areas so that health standards are met
- Empty wastebaskets and garbage cans and transport to waste disposal areas
- Restock paper products and linens as needed
- Sweep, scrub, wax and/or polish floors using brooms, mops and/or power scrubbing machines
- Demonstrate proper usage of both commercial and residential equipment, which includes usage of chemicals
- Keep Laundry Room and other work areas (janitor's closets in dorms) clean, tidy, stocked and orderly
- Responsible for collection of dirty linens, sorting, washing, folding and ironing (WCL), including kitchen and pool towels, and returning to proper storage places
- Move and arrange furniture, turn mattresses
- Disinfect equipment and supplies. Keep products well stocked, clearly labeled and organized
- Follow proper procedures for mixing chemicals, abiding by all safety, WHMIS and MSDS procedures
- Work in conjunction with the Housekeeping Supervisor to ensure proper staffing levels
- Abide by lost and found policy and procedures

Team Duties and Responsibilities:

- Effective communication with property departments regarding guest groups. Understand and promote effective interdepartmental relationships as related to service for guest groups.
- Train and supervise seasonal interns
- Occasionally train on-call staff and volunteers to ensure adequate staffing throughout the rental season.
- Model open communication and work collaboratively with property staff and other Young Life staff in support of Young Life's mission, core values and strategic plan.
- Attend staff meetings, staff conferences and daily devotional studies
- Nourish a truthful, accountable, forgiving, joyful and healthy work culture.

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Qualifications

Education and Experience:

- High School Diploma preferable
- Previous commercial housekeeping experience is an asset
- Previous supervisory and leadership experience is an asset
- WHIMIS training is an asset

Skills and Abilities:

- Detail orientated, enjoys a fast paced environment and has the ability to multi-task
- Time management and leadership skills are necessary to set goals and priorities to meet the need of group
- Able to provide effective spiritual leadership.
- Maintain a positive attitude
- Must be able to perform physical labour for extended periods of time and lift 50lbs
- Valid Class 5 driver's license and clean driver's abstract required.
- Arrive at work on time, properly attired and prepared to work
- Able to work a flexible schedule according to seasonal operating requirements.

Other requirements:

- Current clean criminal record check, including vulnerable sector search required.

Work Conditions

Work Location:

- Work is performed in a rural camp setting.
- Work is performed indoors and outdoors throughout the year in all weather conditions.

Physical Requirements:

- Work requires the employee to walk or stand for up to 75% of the time.
- Must be able to lift 50 lbs.
- The employee is required to see, talk and hear.

Work Conditions:

- Work is deadline driven.
- Work is seasonal and at times there will be large volumes of work to undertake.

Hours of Work:

- Work week is 40 hours.
- Work weeks are non-standard and weekend work is frequently required.

Note:

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements. Other duties may be assigned.