



HFN Group of Businesses

Huu-ay-aht Group of Businesses

Job Description

Job Title	Housekeeper
Classification	Seasonal – Part-time and Full-time
Work Location	
Reports to	Housekeeper Supervisor
Budget Authority	Nil
Number of direct reports	Nil

Position Summary

This position involves custodial and janitorial work at HFN Hospitality LP accommodations (The Ҳаčas Inn, Upnit Lodge, Awis Guesthouse, employee accommodations). The Housekeeper works as part of the hospitality team to ensure safe, positive experience for all guests.

The Housekeeper ensures that guest units and public areas are clean and properly presented, meeting the set performance standards.

The Housekeeper promotes a positive image of the property to guests, and is pleasant, friendly and able to address problems or special requests.

Duties and Responsibilities

- Ensure the cleanliness of guest rooms, make beds, changing sheets and towels
- Vacuum floors, draperies and upholstered furniture
- Clean include dusting, vacuuming, mopping, and cleaning windows, mirrors, and floors
- Sanitize and clean bathrooms, kitchens, and other areas
- Clean and maintain all common areas
- Replenish amenities, towels, and linens
- Perform laundry duties including sorting and folding linens
- Remove recyclables and trash, emptying and cleaning trash cans
- Proper use and storage of cleaning products.
- Notify the Supervisor when issues arise regarding maintenance needed in rooms.
- Notify the Supervisor of operational issues with equipment that needs to be addressed.
- Maintain inventory of supplies
- Follow safety and housekeeping policies and procedures
- Ensure security of guest rooms and privacy of guests
- Communicate with employers, guests, and customers
- Assist guests with questions and promptly respond to reasonable requests
- Notify the Supervisor of operational issues

- Perform other related duties and tasks as required to meet the on-going needs of the organization.

Operational Requirements

- Ability to work flexible hours including nights, weekends and holidays
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,
- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

Qualifications and Experience

- Completion of Grade 12 or equivalent (preferred)
- WHMIS Certificate
- Direct work experience in housekeeping and custodial operations
- Knowledge of cleaning tools and supplies and procedures
- Strong attention to detail and ability to work efficiently
- Ability to analyse and interpret the needs of guests and offer the appropriate options, solutions, and resolutions required
- Ability to work effectively, professionally and courteously with other staff.
- Ability to read, write, and communicate effectively
- Ability to be diplomatic and pleasant under stressful conditions.
- Ability to work with little supervision
- Ability to work individually as well as part of a team
- Knowledge of HUU-AY-AHT First Nations goals and aspirations.
- Demonstrated ability to model HFN Sacred Principles: **?iisaak** (Greater Respect), **?uu?atuk** (Taking Care Of), and **Hišuk ma ćawak** (Everything is One)

(Employee Name)

Date

Manager

Date