



POSTED: May 28th, 2024

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Executive Head Housekeeper

DEPARTMENT: Hotel

LOCATION: Casino Resort

SUPERVISOR: Director of Hotel

EMPLOYMENT: Full-Time

PAY RATE: \$17.00 - \$23.00 per hour (Non-Exempt) D.O.E.

LICENSE STATUS: Non-Key-Employee

JOB DESCRIPTION:

Supervises work activities of cleaning personnel to ensure clean, orderly attractive rooms in hotel and similar establishments by performing the following duties:

RESPONSIBILITIES:

- Provide excellent guest service to guests, internal and external, through active guest engagement and positive attitude.
- Scheduling and assigning workloads for housekeeping and laundry staff.
- Inspecting, recording, evaluating, employees' performance.
- Assuring lines of communication are open.
- Submitting reports to the Hotel Manager.
- Maintain inventory of supplies as necessary, to ensure operation.
- Investigates complaints regarding housekeeping service and equipment and takes corrective measures.

- Conducts orientation of new employees.
- Responsible for the training, supervision, scheduling, and development of all Department Team members.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated by Management.
- Ability to do routine time studies for productiveness of staff.
- Supervisory/leadership ability.
- Due to the dynamic Casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- High school diploma or G.E.D.
- Ability to follow directions accurately and delegate duties using good judgement when decision making.
- Ability to supervise, motivate, and maintain favorable working relationships.
- Ability to enforce policies and procedures.
- Good time management, excellent communication, and organizational skills.
- Ability to work directly with other departments in the establishment.
- Ability to work flexible hours, weekends, and holidays.
- Must pass background checks and other pre-employment screenings.

PREFERRED QUALIFICATIONS:

- Desired 2 years responsible work experience in the hotel housekeeping management.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- **Enrolled LVD Tribal Member**
- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**
- **All Others**

Date Approved by LVD Gaming Commission: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

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Sign _____ Date _____