

## **CrossRoads Camp and Conference Center Job Profile**

**Title:** Housekeeper

**Principal Function:** Ensuring the cleanliness of rooms and public spaces

### **RELATIONSHIPS:**

#### **Internal –**

1. Reports to the CrossRoads Facilities Manager.
2. Relates to the CrossRoads Team.
3. Responsible to the Director of CrossRoads.

#### **External –**

1. Relates to CrossRoads guests and prospects.
2. Relates to vendors and contractors as needed.
3. Relates to appropriate governmental health and safety agencies.

### **ACCOUNTABILITY:**

1. Ensure a safe, clean and sanitary environment of the guest rooms and public spaces, including all toilets, windows, linens and closets using appropriate checklists.
2. Ensure that all cleaning materials and equipment are maintained in a safe, clean and efficient working condition using appropriate checklists.
3. Sorting, washing and folding of laundry.
4. Participation in required meetings, trainings, and quality assurance systems.
5. Report required repairs or material needs to the Facilities Manager or designee.
6. Conducting guest interactions in a professional, hospitable and hospitable manner.

Participate in continuing professional development.

Perform other duties as assigned.

### **KNOWLEDGE AND EXPERIENCE:**

1. Minimum of high school diploma.
2. Advanced education and/or experience related to commercial housekeeping.

### **SKILLS AND PROFICIENCIES:**

1. Ability to work on own initiative, and pay attention to detail.
2. Ability to work as part of a team and promote harmonious working relationships by recognizing that everyone has a contribution to make.
3. Able to work hospitably, compassionately, cooperatively and tactfully with the CrossRoads Team, individual guests, volunteers and groups using the professional servanthood model.
4. Physical ability to complete required tasks: must frequently lift up to 25 pounds, occasionally 50 pounds; must be able to regularly stand and walk for the duration of shift, reach with hands and arms, and climb or balance; must have good vision.
5. Must be able to promote CrossRoads and work within the mission and core values.