

## **JOB DESCRIPTION**

**POSITION:** Housekeeping Coordinator

**POSTING DATE:** 1/6/2020

**WAGE:** \$33,280 Salaried/Negotiable

**CLOSING DATE:** 1/17/2020

**Location:** Resort Division

**Reports directly to:** Director of Hospitality

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

### **GENERAL RESPONSIBILITIES:**

Supervise the daily activities throughout the shift of room attendant staff and work closely with front office staff to coordinate the daily activities between the two departments of the hotel.

### **STANDARD QUALIFICATIONS:**

1. Must submit to court records search/background review.
2. Must submit to and pass a pre-employment drug screening and health screening.
3. Must be flexible with schedule to work all shifts, weekends and holidays.
4. Must be able to work with a variety of people with diverse personalities.
5. Must have a positive attitude and provide a teamwork structure within the department.
6. Must be willing to enhance self-development and be willing to adapt to change.
7. Must be willing to attend all applicable training.
8. Must have demonstrated ability to maintain a satisfactory working record in any prior and/or current employment.
9. Must be eligible for insurance under the employer's liability insurance.
10. Must be at least 18 years of age.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is required.
2. Table of Equivalencies does not apply for this position.

### **DUTIES:**

1. Must attend all training as required by the employer.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Hotel Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as required by the organization.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.

9. Review all special instructions from the front desk and pass on to supervisors and room attendants
10. Develop and implement training and on-going development of all housekeeping staff.
11. Interact and communicate with guests, peers, and other departments.
12. Adhere to the highest service standards to offer the resort guests an optimum hospitality experience.
13. Respond to guest inquiries in an efficient, courteous and professional manner.
14. Pass out daily room attendants work detail sheets at the beginning of the shift.
15. Write the weekly work schedule for all team members according to the room occupancy forecast and budget. Make daily schedule adjustments as necessary.
16. Prioritize and perform administrative tasks as necessary to include the daily time and attendance edits and send them to payroll.
17. Tour the hotel and the public areas daily and inspect a minimum of 6-8 rooms; make notes on any other discrepancies or needed repairs and report information to facilities department.
18. Arrange for and coordinate linen pick-up and deliveries of the cleaned linens and towels.
19. Turn in supply orders to purchasing after reviewing with hotel director. Take inventory of all guest supplies and amenities on a monthly basis.
20. Oversee lost and found department, controls and log for hotel operation and log into Hotel luggage room.
21. Create a daily housekeeping report according to the hotel management system.
22. Enforce and monitor room key issuance to the staff and policies and procedures for everyone's safety and security.
23. Conduct performance evaluations for all team members semi-annually and annually.
24. Be involved with all coaching and counseling sessions and disciplinary actions taken with team members.
25. Conduct daily pre-shift meetings with the room attendants to share important information and to receive feedback from staff.
26. Assume responsibility and perform duties of the supervisor on scheduled days off.
27. Meet with and report pertinent information to the hotel director.
28. Assist with the annual budget forecast for the housekeeping department.
29. Ensure housekeeping staff is aware of casino, hotel, dining promotions or special events.
30. Implement a "warm welcome" from all housekeeping staff to guests; for example, every housekeeper when encountering a guest should always say: "Good Morning, Good Afternoon, Good Evening".
31. Ensure proper guidelines when housekeeping staff is using cleaning materials and equipment and comply with OSHA standards. Make sure housekeeping staff is aware of safety measures and the proper discard of hazardous waste.
32. Ensure housekeeping closets on each floor are clean, orderly with equipment and supplies properly stored.
33. Training of housekeeping staff on the proper display of amenities and in room information.
34. At the end of each shift, make sure the maintenance repair request forms are submitted by housekeeping staff for expedient handling of repairs.
35. Establish and maintain policies and procedures to ensure an efficient laundry operation.

**QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Three (3) years in hotel housekeeping is required.
3. Two (2) years of supervisory experience is required, with at least six (6) subordinates being supervised.

4. Knowledge of writing work schedules and basic understanding of labor cost control.
5. Must be proficient in Windows, Excel, Word and other computer software. Experience and knowledge of hotel management software is a plus.
6. Ability to understand and implement policies and procedures.
7. Ability to maintain positive and effective working relationships between departments and employees.
8. Must have exceptional guest service skills.
9. Understanding and knowledge of a 24 hour/7day a week operation.
10. Skills in identifying and resolving practical problems and issues in related situations.
11. Excellent organizational, communication, and interpersonal skills and ability to diplomatically and graciously interact with guests and staff.
12. Must be able to work a flexible schedule when required.
13. Ability to plan and multi-task.
14. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

**PHYSICAL REQUIREMENTS/WORK ENVIROMENT:**

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).  
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.
7. Hotel **IS** smoke free.

**SUBMIT APPLICATION & RESUME TO:**

Human Resource Department  
North Star Mohican Casino Resort  
W12180 County Road A  
Bowler, WI 54416 or Email completed application to: [job@northstarcasinosort.com](mailto:job@northstarcasinosort.com)  
Or Fax completed application to (715)787-4113

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.**

**WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**