



Job Description

Job Title: Janitor/Housekeeper

Job #: HO-203

Department: Hotel and Lodge

Level: 2

Supervisor: Hotel/Lodge Manager

Probation: 3 months

POSITION SUMMARY

The Janitor/Housekeeper is responsible to maintain a clean, sanitary, comfortable and tidy environment at the Hotel and Lodge by completing janitorial and housekeeping tasks in accordance with established standards and guidelines. In addition, the incumbent contributes to ensuring that the highest quality of guest service is maintained at all times.

DUTIES & RESPONSIBILITIES

Janitorial Responsibilities

- Clean exterior of the Hotel and Lodge buildings and grounds according to the cleaning schedule and as required.
- Determine appropriate cleaning methods, materials, supplies, and equipment required to perform work.
- Perform all periodic tasks such as washing walls, waxing floors, washing carpets, or any other task deemed necessary to ensure cleanliness.
- Remove gum, graffiti, stains and smudges when possible.
- Pick up debris and waste in and around the buildings and empty trash containers and ashtrays.
- Clear walkways, shovel snow and spread salt.
- At all times and prior to events, inspect premises; report any maintenance issues, safety hazards or damage of hotel property.
- Perform minor maintenance of cleaning and janitorial equipment. Report all other maintenance and repair needs to the Hotel Supervisor.

Housekeeping Responsibilities

- Clean the corridors, lobby, lounge, guest rooms and washrooms in accordance with the schedule and as required. Refer to the assignment list from room status, arrivals and departures list.
- Replace dirty linens with clean items; ensure that all soiled and clean laundry is stored in line with company policy and complete the required documentation.
- Restock room supplies such as drinking glasses, soaps, shampoos, etc.
- Realign furniture and amenities according to prescribed layout.
- Respond to guest queries and requests and respond to calls for housekeeping problems such as spills, broken glasses, etc.
- At all times and prior to events, inspect premises; report any maintenance issues, safety hazards or damage of hotel property.
- Ensure confidentiality and security of the guests; do not disclose the location of guest rooms.

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- Lock doors, unplug appliances and turn off lights.
 - Perform all periodic tasks such as flipping mattresses, cleaning curtains, dusting lampshades or any other task deemed necessary to ensure cleanliness.
 - Prepare cleaning solutions, according to product specifications and according to applicable procedures.
 - Organize and restock cart at the end of the shift. Inform the Hotel Supervisor of housekeeping product inventory levels.
 - Comply with the highest standards of cleanliness, safety, and conduct.

Additional responsibilities

- Replace and assist colleagues in Hotel and Lodge and other NDC business locations as required.
- Train new janitors or housekeepers as required.
- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform other duties as required.

EMPLOYMENT REQUIREMENTS

Education and certifications:

- Some high school

Experience:

- No experience is required

Knowledge and abilities:

- Customer focused and service oriented
- Knowledge of cleaning products and equipment relevant to position
- Knowledge of basic safety precautions and standards
- Proven ability to be discreet and maintain confidentiality
- Demonstrated attention to detail and accuracy

Languages:

- Fluency in Cree and English is required
- Fluency in French is an asset

WORKING CONDITIONS

- Work may require frequent moderate or considerable physical effort.
- Attendance may be required outside of regular work hours in case of a surge in the volume of business, at peak periods or in case of other needs.

Employee's signature: _____

Date: _____

Supervisor's signature: _____ Date: _____