

TRINITY PINES

CLASS TITLE: Housekeeping Assistant

ROLE DEFINITION:

The primary goal of all our Housekeeping Assistant members help utilize the resources of our camp facility to provide an outstanding guest experience for the groups and individuals who come to Trinity Pines. The service begins prior to the group's arrival in assuring awareness of the group size and requests for facilities and activities and continues through the group's departure with prompt and courteous response to requests and needs as they arise while on site. Communication with Housekeeping Manager and camp staff is a key component in the effective delivery of quality service to our guests.

Our effective Housekeeping Assistant members have eyes, ears and heart tuned to the needs of our guests and the readiness of our facility and personnel so that our guests as a group and as individuals have an outstanding experience here at Trinity Pines

BASIC FUNCTION:

The Housekeeping Assistant is to be responsive to the Housekeeping Manager to ensure the overall quality and cleanliness of retreat for the camper's visit from the time they arrive on campus until departure time. Being available and responding appropriately to guest needs and requests marks the pattern of service desired for this position.

REPRESENTATIVE RESPONSIBILITIES AND DUTIES:

An effective Housekeeping Assistant member has a broad range of abilities, aptitudes and attitudes that contribute to the outstanding guest experience. The following is a description of some of the ways those abilities, aptitudes and attitudes are demonstrated:

- Assist with housekeeping processes in lodging facilities as needed to assure timely readiness for guest arrivals.
- Continuing facility presentation – clean, neat, orderly, and ready
- Assist as needed with dining area: set-up, pick-up, clean-up, reset, etc.)
- Maintain guest rooms, conference rooms, open and heated/cooled as needed
- Keeping walkways, entrances – clear and safe
- Maintaining and cleaning bathrooms
- Helping with laundry: sorting, folding, and putting away linens
- Performs related duties as assigned.
- Arrange dining room, meeting areas, activity areas, etc. as per requests of the group in advance of the arrival time.

- While the group is on site, make appropriate adjustments and adaptations to requests for changes due to unforeseen equipment or space issues, weather, etc. Applying a deliberate, yet efficient thought process, leading to a workable and practical solution to challenges is the goal.
- Assure that guest group members feel welcomed, wanted and respected during their stay. Modeling humble servant-hood while displaying a positive and pleasing attitude and demeanor is highly valued.
- Develop collaborative and cooperative relationships with all camp programs and personnel to jointly provide an outstanding guest experience. The pattern of operation would include recognizing and responding to opportunities to assist in any areas of need that would facilitate efficient camp operation.
- Build confidence and trust within the camp staff team through open and honest communication regarding needs, concerns, and issues related to effective and efficient camp operation and/or personal matters.
- Make the physical, spiritual and emotional safety and well-being of each of our guests a priority.

Specific tasks that provide the structure for the service as described above include:

- Assist in the end of season and pre-season processes.
- Seek opportunities and ways to facilitate any of the camp processes as we work to serve our guests and each other.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Sanitation and safety practices pertaining to housekeeping service.
- Standard cleaning procedures for bathrooms and bedrooms
- Basic record-keeping techniques.
- Team Building as applied to housekeeping environment.
- Critical thinking skills and ability to prioritize duties.
- Good customer service and verbal communication skills.
- Basic computer skills – MS Office components and Web search processes
- Camp and retreat dynamics
- Effective customer service practices

ABILITY TO:

- Follow the direction and leadership of the Housekeeping Manager
- Maintain cleaning equipment and areas in a clean and sanitary condition
- Operate standard cleaning equipment safely and efficiently
- Work independently with little direction
- Understand and follow oral and written directions
- Communicate effectively with guests and other members of the camp staff team
- Apply strong relational skills in a variety of group settings and with individuals
- Publicly represent Trinity Pines to prospective guest groups and individuals
- Observe and comply with health and safety regulations
- Meet schedules and time lines
- Maintain routine records where appropriate
- Establish and maintain cooperative and effective working relationships with others
- Demonstrate personal character consistent with Trinity Pines' Mission
- Evaluate and respond to guest needs

EDUCATION AND EXPERIENCE

An effective Housekeeping Assistant member would have a combination of education, training and/or experience to consistently demonstrate the knowledge and abilities listed above. A growth-based mindset, a can-do and will-do approach to the multi-faceted responsibilities of the position and a willingness to pursue further education and training related to the position is necessary.

PHYSICAL ABILITIES:

Standing and walking for extended periods of time, bending at the waist, pushing, moving, and lifting objects weighing up to 60 pounds.

WORK ENVIRONMENT HAZARDS:

- Working around and with and with a variety of mechanical and camp equipment.
- Moderate Lifting
- Outdoor environmental factors – weather, timber, water, etc.
- Working with chemicals