



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Housekeeping/Laundry Manager	LICENSED:	Yes
DEPARTMENT:	Hotel Department	GRADE:	11
REPORTS TO:	Hotel Manager	STATUS:	Exempt

POSITION SUMMARY:

Under the direction of the Hotel Manager, the Housekeeping/Laundry Manager is responsible for all facets of Housekeeping and Laundry & Linen, including but not limited to: hiring, training, budgeting and ensuring that the highest level of service and cleanliness is provided. This includes Bay Mills Resort & Casino, Kings Club Casino and Bay Mills Laundry.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Primary responsible for overseeing all housekeeping/laundry personnel engaged in various cleaning duties.
3. Position has 24/7 responsibilities requiring regular on-call access and must be able to work weekends.
4. Oversees the transportation of Laundry & Linen to and from the designated sites, ensuring the timely distribution of cleaned and folded linens.
5. Investigates complaints or issues regarding service in a timely and professional manner to resolution.
6. Ensures that all areas of supervision have high quality standards in regards to sanitation, housekeeping, personal hygiene, preventive maintenance, equipment use and repair and service.
7. Maintains the highest level of cleanliness and customer service.
8. Maintains and orders all cleaning chemicals.
9. Ensure that employees report at scheduled times, properly uniformed, and in proper hygiene.
10. Revises operational procedures to constantly upgrade the quality and service of each area.
11. Responsible for accounting and budgets including actual results vs. budgets, payroll per periods vs. budgets, payable audit, overhead, meet all accounting timetables to assist in timely P&L data.
12. Ensures that all employees are given a clear understanding of their job functions and then evaluated on their performance.
13. As a supervisor/manager, you must familiarize yourself with the Bay Mills Personnel Policies and Procedures handbook so you can fairly and consistently apply those to all departmental employees.
14. Ensures that all required paperwork is completed and submitted to Human Resources/Accounting in a timely manner; including, but not limited to timesheets, leave requests, late/absent reports, performance evaluations, employee status change reports, corrective actions, labor requests, accident/injury reports, etc.
15. Interviews and evaluates employment applicants screened by the Human Resources Recruiter and recommends for hire the best available applicant for the needs of the business.
16. Creates a friendly work atmosphere and communicates an “OPEN DOOR” policy to all employees to resolve employee disputes in a timely manner.
17. Constantly reviews staffing needs and recommends increase/decrease in staffing levels to coincide with business demands.
18. Ensures that work schedules are pre-distributed and clearly communicated to all departmental employees.

19. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
20. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
21. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
22. Other duties may be assigned within the scope and complexity of this position's essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit with occasional walking and standing. Occasionally the employee must crouch, kneel, and push/pull. The employee must occasionally lift and/or move up to 50 pounds. The employee is regularly exposed to moving machinery, dust, and cleaning chemicals.

POSITION REQUIREMENTS:

1. Must have a Associates degree in business or related field
2. Must have three to five year's management experience in maintaining a high level of employee morale and teamwork.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must have valid driver's license with a good driving record.
5. Excellent communication skills required.
6. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
7. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
8. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
9. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: **OPEN UNTIL FILLED**

APPLY TO: Send Resume and Application to:

Anna Carrick or Renae Wiczorek; HR Generalists
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8523 or (906)248-8521

rmcarrick@baymills.org

Subject: Housekeeping/Laundry Manager

Applications can be found on the Bay Mills website at www.baymills.org under the employment section