



# POSITION DESCRIPTION

## Bay Mills Resort & Casinos

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<b>POSITION:</b>	Laundry Supervisor (PT)	<b>LICENSED:</b>	No
<b>DEPARTMENT:</b>	Hotel Department	<b>GRADE:</b>	17 (\$14.50-21.75)
<b>REPORTS TO:</b>	Hotel Manager	<b>STATUS:</b>	Non-Exempt

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### **POSITION SUMMARY:**

Under the direction of the Hotel Manager, the Laundry Supervisor performs various supervisory functions that assist management in assigning work duties and monitoring for quality and timely completion of those duties for laundry workers.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Laundry Worker, as required (see Laundry Worker Position Description).
3. Inspects the cleanliness of laundry worker’s performance.
4. Assists in training new employees.
5. Assists with the development of procedures to increase cleanliness and efficiency.
6. Monitors the use of equipment and chemicals.
7. Maintains the highest level of cleanliness and customer service.
8. Responsible for the tracking of all planned maintenance and repairs on laundry equipment and vehicles.
9. Ensures that follow-up action and responses on specific complaints are forwarded to department head.
10. As a supervisor, 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.
11. Conducts pre-shift meetings and assigns shift tasks to laundry workers.
12. Submit work schedules to the Housekeeping/Laundry Supervisor.
13. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
14. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager
15. 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 stand. The employee is occasionally required to walk and sit. The employee must frequently lift up to 50 pounds and move up to 250 pounds. The employee is regularly exposed to extreme heat, exposed to moving mechanical parts, fumes, dust, and caustic chemicals.

### **POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent.
2. Must have six months to two years laundry worker experience.
3. Previous supervisory experience preferred.

4. Required to have a Michigan Driver's License and insurable to drive without restrictions.
5. Excellent communication skills required.
6. General computer experience a must.
7. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
8. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
9. 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.
10. Must have an excellent past work record, including attendance.

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

**CLOSING DATE:** August 10, 2022 @ 4:30 PM

**APPLY TO:** Send Resume and Application to:

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

[amcarrick@baymills.org](mailto:amcarrick@baymills.org)

Subject: Laundry Supervisor

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*