



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Housekeeping Supervisor	LICENSED:	No
DEPARTMENT:	Hotel Department	GRADE:	18 (\$15.25-22.88)
REPORTS TO:	Front Desk Supervisor II	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the direction of the Front Desk Supervisor II and the Hotel Manager, the Housekeeping Supervisor performs various supervisory functions that assist management in assigning work duties and monitoring for quality and timely completion of those duties for both casino and room attendants.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Room Attendant, as required (see Room Attendant Position Description).
3. Performs all duties of the Casino Attendant, as required (see Casino Attendant Position Description).
4. Ensures the cleanliness, efficiency, and the highest quality of customer service are provided.
5. Inspects the cleanliness of casino and room attendant’s performance.
6. Assists in training new employees.
7. Assists with the development of procedures to increase cleanliness and efficiency.
8. Monitors the use of equipment and chemicals.
9. Maintains the highest level of cleanliness and customer service.
10. Must assist with room attendant and casino attendant duties to maintain the service standards during staff shortages.
11. Ensures that follow-up action and responses on specific complaints are forwarded to department head.
12. 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.
13. Conducts pre-shift meetings and assigns shift tasks to casino and room attendants.
14. Monitors and maintains shift checklists and turns in list to Manager’s office at the end of each shift.
15. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
16. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager.
17. 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 walk with occasional sitting and standing. Occasionally the employee must squat, crawl, climb, crouch, kneel, and balance with frequent pushing and pulling. The employee must occasionally lift and/or move up to 75 pounds while frequently lifting and/or moving up to 25 pounds. The employee is regularly exposed to dust and cleaning chemicals.

POSITION REQUIREMENTS:

1. Must have a high school diploma or equivalent.
2. Must have six months to two years housekeeping experience.
3. Previous supervisory experience preferred.
4. Excellent communication skills required.
5. General computer experience a must.
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: 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

Subject: Housekeeping Supervisor

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