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## POSITION DESCRIPTION

### Bay Mills Resort & Casinos

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<b>POSITION:</b>	Room Attendant	<b>LICENSED:</b>	No
<b>DEPARTMENT:</b>	Hotel Department	<b>GRADE:</b>	16 (\$14.00-21.00)
<b>REPORTS TO:</b>	Housekeeping Supervisor	<b>STATUS:</b>	Non-Exempt

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#### **POSITION SUMMARY:**

Under the direction of the Housekeeping Supervisor, the Room Attendant performs various cleaning duties for the Bay Mills Resort and Casino in a timely and friendly manner.

#### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by "Exceeding Expectations One Opportunity at a Time".
2. Cleans rooms, halls, and bathrooms to maintain resort premises in clean and orderly manner.
3. Collects soiled linens, turns mattresses, arranges decorations, and stores extra supplies in appropriate place.
4. Cleans lobbies, lounges, rest rooms, corridors, elevators, and stairways.
5. Sweeps, vacuums, scrubs, waxes, and polishes floor.
6. Transports trash and waste to disposal area.
7. Replenishes bathroom supplies, drinking glasses and writing supplies.
8. Dusts furniture.
9. Washes walls, ceiling, woodwork, windows, and doors.
10. Sorts, counts, folds, marks, or carries linens.
11. Makes beds.
12. Ensures the cleanliness, efficiency, and the highest quality of customer service are provided.
13. Completes all room checklists and turns in checklists and keys to supervisor at end of each shift.
14. Responsible for learning and following daily policies and procedures for the Hotel Department and Bay Mills Resort & Casinos.
15. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager.
16. 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. The employee is responsible for utilizing proper safety techniques and protective equipment, such as gloves and goggles.

#### **POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent.
2. Must be 18 years of age.

3. Three to six months hotel housekeeping experience desired.
4. Ability to work with cleaning chemicals is a must.
5. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
6. Must present a well-groomed, professional appearance.
7. 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.
8. Must have an excellent past work record, including attendance.

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

**CLOSING DATE:** OUF

**APPLY TO:** Please email application and resume to Jazlyn Walden-Parker, HR Generalist at [jwparker@baymills.org](mailto:jwparker@baymills.org)  
Subject: Room Attendant

\*Applications can be found at [www.baymills.org](http://www.baymills.org) under “employment opportunities”