

# Mountain Laurels Housekeeping

## Job Description: Housekeeper II

Mountain Laurels Housekeeping seeks to hire and retain quality employees. This position is for experienced housekeepers who can work independently. The work is physically demanding and must be done with respect to property owners wishes. Punctuality, time-management, customer service and attention to details are key elements of this position. Work is performed unsupervised and the successful candidate must demonstrate a high degree of trust and good judgement. This is a non-exempt position. Hourly wages are dependent on skills, experience and qualifications.

## Essential Skills and Qualifications

Knowledge of and experience in cleaning and sanitizing rooms to varying levels to meet requirements. Ability to read and follow written instructions with a focus on detail. Exhibit a willingness to learn new cleaning methods and how to use various pieces of equipment. Adaptable to different situations and change work processes to accommodate customer needs. Ability to take criticism by employing listening skills in order to make sure that they are meeting the needs of their clients for cleanliness and sanitation standards. Employ customer service skills to build a trusting business relationship, which includes reliability, organizational skills, integrity and honesty. Maintain high energy levels to ensure assigned jobs are completed on time. Possess time-management skills so that appointments and jobs are always on time. Understand and use GPS maps on a smart phone or other device to locate jobs.

## Job Duties

- Dusting and polishing furniture and fixtures
- Cleaning and sanitizing toilets, showers/bathtubs, countertops, and sinks
- Maintaining a clean and sanitary kitchen area
- Making beds and changing linens
- Washing windows
- Vacuuming and cleaning carpets and rugs
- Sweeping/vacuuming, polishing, and mopping hard floors
- Sorting, washing, loading, and unloading laundry
- Ironing clothing items
- Using any cleaning equipment such as vacuums, mops, and other cleaning tools
- Keeping bathrooms stocked with clean linens, toiletries, and other supplies
- Cleaning mirrors and other glass surfaces
- Emptying trash receptacles and disposing of waste
- Steaming and cleaning draperies
- Washing blinds
- Tidying up rooms
- Monitoring cleaning supplies and ordering more as needed

- Ensure a high-level of customer service is always performed
- Assist customers with requests and questions as necessary
- Report any damages or repairs needed to management
- Report all lost and found items to the Housekeeping Manager

## Working Environment and Physical Demands

- 85% of the time working indoors, occasionally without functioning HVAC
- 15% of the time working outdoors in all types of weather
- This is a physically demanding job with daily activities that include: standing, stooping, bending, kneeling, lifting, walking, carrying, pushing, pulling, climbing ladders and driving
- Working near or around different types of pets, which contributes to dust, dust mites, and odors from urine and feces
- Working with commercial chemical cleaners to clean and sanitize carpets, clothes, dishes, appliances, furniture and work surfaces
- Use required personal protective equipment and gear, such as: gloves, face masks, shoes, and hats
- Works under the assumption that clients are always watching, either with cameras or in person

## Required Education, Licenses and Equipment

- High School Diploma or GED is preferred
- Valid State Driver License of Class “C” or better
- Applicant must own or always have access to a reliable and lawfully registered vehicle
- Applicant must own an operational smart phone with a Directional Map application installed and know how to use the application

## Supervision

This position has no supervisory authority and reports to the Housekeeping Manager first, followed by the Operations Manager.

## To Apply

- Submit resume detailing your experience
- Submit a cover letter explaining why you would be a great fit
- Complete a notarized background check waiver
- Provide proof of eligibility to work in the United States
- **No phone calls, please! We get numerous phone calls regarding open positions.**
- For the fastest response, submit your request by mail or scan-to-email to:
  - [drew@mountainlaurels.house](mailto:drew@mountainlaurels.house)