



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Room Attendant
<b>DEPARTMENT:</b>	Hotel
<b>REPORTS TO:</b>	Hotel Manager
<b>SALARY:</b>	Grade 2, Entry \$11.00/hourly
<b>FLSA STATUS:</b>	Non-exempt
<b>SUPERVISES:</b>	None
<b>JOB SUMMARY:</b>	This team member cleans and prepares hotel rooms for guests prior to arrival, during their stay, and upon check-out

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Cleans guest rooms and public areas in accordance with established standards including, but not limited to, vacuuming, dusting, making of beds, cleaning bathrooms (tub, sink, toilet, and tiles), and emptying trash
2. Complies with housekeeping procedures, safety guidelines, and security procedures
3. Folds linens and maintains ample stock on cart of supplies needed to clean rooms and public areas
4. Replenishes bathroom supplies including, but not limited to, towels, soap, shampoo, and drinking glasses
5. Restocks each room's Guest Services Binder with all information as needed
6. Moves furniture, straightens bed, tables, curtains, and bedspreads
7. Washes interior windows, door panels, and sills
8. Empties wastebaskets and sanitary disposals. Transports trash and waste to disposal area
9. Reports maintenance deficiencies to the Hotel Manager, Housekeeping Supervisor, and Facilities Department team members
10. Checks all furnishings and equipment (lights, radios, etc) for needed repairs or maintenance
11. Sweeps, scrubs, polishes, and dusts floors, fixtures, and furniture
12. Cleans rugs, carpets, upholstered furniture, and draperies
13. Notifies Facilities Department team members to clean exterior areas as needed
14. Organizes and arranges guest belongings as necessary to present a clean and orderly room

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15. Checks all rooms for smoke odors and uses a cleaning machine as needed to remove odor
16. Reports all articles left behind by guests in accordance with policies and procedures
17. Maintains an accurate Room Attendant list and notifies the Front Desk of early/late departing guests and occupied/unoccupied rooms
18. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
19. Performs all duties in a manner that adheres to the guest service standards established by the Resort & Casino's guests service program
20. Other duties as assigned by the Hotel Manager

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### **EDUCATION REQUIREMENTS**

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The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred

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### **EXPERIENCE AND KNOWLEDGE REQUIREMENTS**

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The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive manner is required
- A minimum of one (1) year of related experience and/or training is preferred

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### **PHYSICAL REQUIREMENTS**

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The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, push, pull, or sit for an extended period of time, up to eight (8) hours or more, is required
- The ability to use industrial cleaning equipment including, but not limited to, vacuums and carpet cleaners is required
- The ability to use office equipment including, but not limited to a computer keyboard, calculator, general office equipment and multi-line telephone, is required
- The ability to lift up to fifty (50) pounds is required

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## **WORKING CONDITIONS**

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The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions
- While performing the duties of this job, the team member is frequently exposed to toxic or caustic chemicals

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## **OTHER INFORMATION**

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- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace; applicants must be able to pass a pre-employment drug and alcohol screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

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