



**FRIDAY HARBOUR™**  
*All Seasons Resort*

**Job Title:** Housekeeping Attendant

**Division:** Property

**Department:** Housekeeping

**Responsible To:** Property Services Manager

**Role Summary**

To maintain a clean, sanitary, comfortable and tidy environment for homeowners, members, guests and employees.

**Responsibilities**

- Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms and other work areas
- Clean rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers
- Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas
- Empty public garbage and recycling receptacles and bins throughout the resort
- Sweep, scrub, wax and polish floors, using brooms, mops, and powered scrubbing and waxing machines
- Dust and polish furniture and equipment
- Clean wash basins, mirrors, tubs and showers
- Wash windows, walls, ceilings, and woodwork, waxing and polishing as necessary
- Polish silver accessories and metalwork such as fixtures and fittings
- Remove debris from driveways, garages, swimming pool areas and general landscape areas
- Keep storage areas and carts well-stocked, clean and tidy
- Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items
- Disinfect equipment and supplies, using germicides or steam-operated sterilizers
- Move and arrange furniture per standard
- Observe precautions required to protect property, and report damage, theft and found articles to leaders
- Carry linens, towels, toilet items and cleaning supplies, using wheeled carts
- Make up beds and change linens as required
- Operate mechanized cleaning equipment
- Maintain all cleaning equipment and materials in a safe and sanitary working condition
- Replace dirty linens with clean items
- Store all dirty laundry complying with company policy
- Respond to guest queries and requests with professionalism and patience
- Respond to calls for housekeeping problems such as spills or broken glasses
- Deliver any requested housekeeping items to guest rooms
- Ensure confidentiality and security of rooms



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- Ensure all rooms are cared for and inspected per standards
- Notify leaders on any damages or disturbances
- Operate laundry processing equipment including washing machine, dryer, towel folder, linen press, linen folder, chemical distribution, lint extractor etc.
- Receive, record and distribute dry cleaning garments
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Competencies**

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

### **Characteristics**

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

### **Requirements**

- High school diploma or equivalent preferred
- Knowledge of cleaning and sanitation products, techniques and methods
- Knowledge of cleaning sensitive materials
- Working knowledge of operating cleaning equipment
- Experience as a cleaner or housekeeper preferred
- Ability to work with little supervision and maintain a high level of performance
- Must possess excellent customer service skills
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

### **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays



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- Required to move, lift, carry, pull and place objects weighing up to 50 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- Work in indoor and outdoor environments throughout the year

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.