

# PARAGON CASINO RESORT

## Job Description

### EXECUTIVE HOUSEKEEPER

<b>Department:</b>	<b>Hotel</b>	<b>Reports to:</b>	<b>Vice President of Hospitality</b>
<b>Job Code:</b>	<b>DIR04</b>	<b>License:</b>	<b>Gaming</b>
<b>Position Code:</b>	<b>DIR006</b>	<b>Costing:</b>	<b>200 2000 2011</b>
<b>Pay Grade:</b>	<b>E10</b>	<b>Date:</b>	<b>7/12/21</b>
<b>EEO-1 Code:</b>	<b>1.2</b>		

#### **SUMMARY:**

Responsible for the overall coordination and direction of all activities related to the general cleaning, laundry and janitorial maintenance of all areas of the Hotel.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Ensures that guest rooms are cleaned to standard and well stocked with amenities.
- Coordinates housekeeping work with Front Desk, Engineering, Sales (Convention) and other departments, as necessary.
- Confers closely with the Hotel Vice President at all times, and takes full advantage of every opportunity to become familiar with all aspects of the position, in order to fill in when required.
- Routinely inspects work areas, identifying potential problems or repair needs, and notifying the Housekeeping Office of maintenance to be scheduled.
- Prepares various departmental reports on a daily, weekly and monthly basis.
- Maintains proper linen pars, chemicals and amenity inventories.
- Ensures that lost and found procedures are followed according to policy.
- Coordinates training programs for current and new Housekeeping associates.
- Utilizes leadership skills and motivation techniques in order to maximize productivity and satisfaction of Housekeeping associates.
- Reviews departmental guest complaints, ensuring corrective action is taken.
- Facilitates the flow of information throughout the property and organizes regularly scheduled meetings with all Housekeeping associates.
- Maintains adequate staffing levels in the Housekeeping Department, by interviewing, selecting, training, scheduling, evaluating, assisting with career development, disciplining and terminating associates, as needed.
- Performs other duties as assigned.

***Paragon Casino Resort requires all Associates to consistently:***

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises the activities of all levels of Housekeeping Associates in the Hotel.

**REQUISITE QUALIFICATIONS:**

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED) required. Must have minimum of two (2) years prior Industrial Housekeeping experience in a supervisory/managerial housekeeping position for a hotel required.

**Qualifications:** Must possess effective communication and organizational skills.

**Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.**

**Language Skills:** Ability to read and comprehend simple instructions and correspondence. Ability to effectively write basic instructions and correspondence. Ability to effectively present information in one-on-one and small group situations.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:** Ability to apply commonsense reasoning to a variety of situations.

**Physical Demands:** The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.