

POSITION DESCRIPTION

JOB TITLE: Lead Spa/Housekeeping Attendant (Full-Time)

DEPARTMENT: Spa

REPORTS TO: Spa Director

ESSENTIAL PURPOSE: To organize and stock all areas of the Spa, Spa Garden, Spa Reception and Fitness Center with clean linen and robes and to remove all dirty linen. To clean, disinfect, polish, and stock in room coffee mugs and drinking glasses with Housekeeping.

ESSENTIAL DUTIES:

- To maintain all storage and locker areas organized and stocked.
- To remove all dirty linen, including towels and robes, and send over to the laundry area.
- To report any and all non-functional items in storage area, spa areas, and housekeeping areas.
- To wash all mugs and drinking glasses in dishwasher in the stewarding area.
- To polish all drinking glasses prior to restocking.
- To remove all bio-hazard items from red bin in all linen closets.
- To assist in the removal of broken glass receptacles.
- To assist with any and all projects given by the Spa Director, including power washing, detailing areas, etc.
- To maintain, as directed, the cleanliness and order of the Spa, including, but not limited to vacuuming, dusting, sweeping, cleaning windows, supply restrooms, cleaning tea makers and refrigerators, straightening the patio furniture, as well as performing daily, weekly and monthly cleaning projects.
- To ensure that all locker locks are in working order and maintained.
- To keep the spa cart in safe operating condition.

- To provide four-star guest service to our customers.
- To be responsible for scheduling Spa/Housekeeping Attendants.
- To manage project lists for Spa/Housekeeping Attendants.
- To keep accurate inventory of spa robes and linen.
- To attend safety meetings on a regular basis and make sure all necessary paperwork is turned in on a timely basis.
- To ensure departmental safety training for all new Spa employees, before they begin to work.
- To conduct regular departmental operations meetings, including safety meetings.
- To ensure proper handling, storage, and labeling of all hazardous chemicals used by the Spa employees in accordance with State and Federal regulations.
- To keep spa stocked of all items needed for Spa operations.
- To ensure accurate inventory of locker room products.
- To remove all dirty linens to housekeeping.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences or hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To handle, label, and store all hazardous substances according to state and federal regulations.
- To attend all mandatory meetings as directed.

- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Able to understand English, and to follow simple verbal instructions. Able to read and understand chemical labels. Previous hotel experience preferred.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Courteous and friendly manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Spends approximately equal amounts of time in/outdoors. Bi-level structures. Extensive facility. Indoors: works in temperature controlled, clean, and well-lighted offices, guest rooms, and public areas. Outdoors: May be exposed to weather conditions in unsheltered areas. May work on wet concrete and uneven tile. Moderate exposure to hazardous substances and fumes. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands and walks moderate to long distances throughout shift. Bends, stoops, and reaches to perform routine job tasks. Routinely required to move objects weighing up to 50 lbs. over moderate distances. Often required to move objects weighing up to 250 lbs. over short distances, using appropriate hand trucks and carts. Flexibility and good reflexes required, if needed to operate electric cart. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact the hotel's ability to provide guests with attractive, clean, and hygienic public areas. Poor decisions may result in guest dissatisfaction and loss of revenues, due to inefficient or improper work, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered “at will.” This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____