

Position Description

Position Title	Housekeeper
Job Type / Award Classification	Employee / Guest Services Grade 1 & 2
Department/Location	Country Club Tasmania and Country Club Villas / Launceston
Immediate Manager	Housekeeping Supervisor
Manager-one-removed	Housekeeping Manager

Position Purpose

This position includes a range of general housekeeping services to guests, primarily ensuring that rooms are consistently presented in accordance with the enterprise standard.

A Housekeeper performs a range of routine functions requiring basic operational knowledge and developing practical skills in a defined context.

Operating Context

Country Club Tasmania is an iconic Tasmanian business that operates under the Federal Group. Our purpose is to 'create long term relationships for every occasion that lift the hearts of our community' and our mission is to 'create a profitable, customer aligned business with a high performance culture that delivers entertainment for all occasions'. We create an atmosphere where we pride ourselves on the exceptional integrated customer experiences provided by our highly skilled and passionate hospitality team members.

Our company values are Trust, Respect, Integrity and Passion.

Position Accountabilities

1. Service rooms and clean adjoining areas to the enterprise standard, including unexpected or late departure rooms and nightly turn-downs.
2. Apply job specific procedures and policy such as:
 - advising the Supervisor of damage to rooms or any other extraordinary incidents
 - left/lost property
 - reporting equipment damage or malfunction.
3. Ensure personal and team contribution to support overall team effectiveness.
4. Monitor and report performance against KPI's and take corrective action as required.
5. Provide a safe working environment within your area of responsibility, supporting a "safety first" business culture.

Villas Specific

6. Accounting for and ensuring adequacy of remaining linen and general supplies for use on shift; and restocking for the next shift.

Working With Others

Key Internal Interactions:

Rooms Division Manager, Housekeeping Manager, Housekeeping Supervisor (2) and Housekeepers (22)

Internal Stakeholders:

Country Club General Manager, Country Club Department Managers and Supervisors, Country Club Tasmania employees and broader hotel team and Business Support Services

External Stakeholders:

Hotel guests, Third party providers of food and beverage services or training, regulatory authorities, Unions and employee representatives and customers

Success Profile

Qualifications

Desirable:

- Cert II Hospitality (Operations) Commercial Cleaning
- Manual Drivers licence (Villas)

Skills / Experience

- Relevant Housekeeping experience in a similar hotel environment.
- The ability to meet the physical demands of the role.
- The ability to persevere with work tasks until completion and maintain a high attention to detail.
- Comfortable working under pressure, with excellent time management skills and the ability to prioritise tasks.
- Ability to work both effectively in a team environment, as well as autonomously when needed.
- The capacity to work independently, to make decisions and to show initiative whilst operating within the Organisational processes and procedures.