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Position Overview

Hotel Alma and Seasonal Residence is currently seeking thirty-three (33) Recurring Part-time **Housekeeper(s)** for approximately 4 months starting in May.

Reporting to the Supervisor Housekeeping, the Housekeeper provides superior guest service and ensures the cleanliness of all aspects of Seasonal Residence. The incumbent will work closely with the Housekeeping Team Lead.

The successful candidate will be able to learn skills quickly, and demonstrate high attention to detail while completing tasks and ensuring departmental standards are met. This position requires flexibility as the Housekeeper will be required to perform numerous roles and work a variety of shifts, including weekdays, evenings and weekends. This position requires moderate physical abilities as the duties include standing, sitting, walking, reaching, bending, as well as lifting, carrying and pushing up to 50lbs.

Job Description

Summary of Key Responsibilities (job functions include but are not limited to):

The position of Housekeeper will be responsible for a full range of cleaning duties for Seasonal Residence. This includes the roles of Room Attendant, Public Spaces Attendant and Laundry Attendant.

Room Attendant

- Responsible for maintaining departmental cleaning standards in all Guest rooms including stay over (room service) and check outs rooms
- Must uphold departmental standards, and comply with all policies and procedures
- Clean Guest rooms, including departure rooms, linen change and basic room service
- Make beds, replace linen, dusting, vacuum, reset furniture placement, and general room cleaning
- Cleaning of bathroom inside Guest room, including disinfecting all surfaces, cleaning/shining the sinks, taps, bathtub/shower, walls, tiles, floors and toilets
- Clean glass, mirrors, wood, tile and other surfaces with approved cleaning products
- Determine the replacement of items such as blanket, mattress pad and shower curtain as required
- Replace room amenities, based on room type
- Empty and clean garbage cans and recycling bins; Sort items into the appropriate location
- Report any concerns related to maintenance, health & safety, security or other colleague or guest activity promptly to the appropriate supervisor
- Complete maintenance request slips for any deficiencies identified in assigned rooms
- Attend to guests requests for extra supplies or other items
- Handle and report lost and found items
- Ensure proper room temperature control



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- Report housekeeping items that require deeper cleaning (e.g. stains on carpets and chairs)
- Report "Do Not Disturb" Rooms and "Refuse Service" Rooms in a timely manner
- Maintain a clean and organized housekeeping cart throughout shift
- Restock housekeeping cart with amenities, cleaning products and linen at end of shift
- Maintain tidiness and cleanliness of janitors room
- Cleaning of rags/microfiber cloths

Public Spaces Attendant

- Responsible for maintaining departmental cleaning standards in all Public Spaces including elevators, lobby, public washrooms, meeting rooms, garbage/recycle rooms, stairwells, building entrances/exits and closets
- Must be self-motivated and able to work independently following a task list
- Must uphold department standards, and comply with all policies and procedures
- Ensure all specified public areas are cleaned and presented within Housekeeping Standards
- Ensure all Guest spaces along the Guest's path are held to a high standard of clean (from outside front door to room and return)
- Handle Guest and staff inquiries in accordance with a high level of customer service
- Dust, vacuum, reset furniture placement, water plants
- Clean Public washrooms, stock with supplies and monitor throughout shift
- Operate cleaning machines such as carpet cleaner, floor scrubber and vacuums
- Report and follow through with items that require deeper cleaning (e.g. stains on carpets and chairs)
- Empty garbage/recycling in Public Spaces
- Collect, separate and dispose of recyclable materials
- Maintain a clean and organized housekeeping cart
- Restock cart with amenities, and clean products at end of shift
- Maintain tidiness and cleanliness of janitors room
- Report any concerns related to maintenance, health & safety, security or other colleague or guest activity promptly to the appropriate supervisor
- Complete maintenance request slips for any deficiencies identified in assigned areas

Laundry Attendant

- Responsible for maintaining departmental standards for laundry handling, including sorting, receiving, storing laundry, stocking closets, all linen spaces, and assisting with inventory
- Must be self-motivated and able to work independently following a task list
- Must uphold department standards, and comply with all policies and procedures
- Pick up dirty linens from floors
- Sort linens into appropriate bins
- Deliver dirty linen to back door
- Receive clean laundry
- Sort clean laundry
- Deliver clean laundry to Housekeepers



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- Proper storage and handling of laundry bins
- Organize linen closets
- Dust, mop, clean and organize laundry room
- Wash shower curtains, housecoats and blankets that require special handling

Qualifications / Requirements:

- High School graduation diploma or equivalent work experience
- Must be able to read, write and follow oral and written instructions in English
- **Skills, Mental Demands, Physical Demands, Visual Demands:**
 - Able to lift, pull, push, grasp and bend while lifting up to 50lbs
 - Repetitive motions for an extended duration of time are required
 - Standing: 6-8 hrs/day; sitting: 0-2 hrs/day; walking: 6-8 hrs/day; bending/reaching: 4-6 hrs/day; pushing/pulling: 2-4 hrs/day
 - Physical effort: moderate; Visual effort: moderate, detail oriented; Environmental stress: high - chemical use, responding to a variety of guest calls
- Excellent interpersonal and communication skills both in verbal, and written discourse
- Previous Hotel or Housekeeping experience an asset
- Basic mathematics knowledge is necessary
- Professionalism, patience, flexibility, service etiquette skills as well as verbal and written communication skills
- Must be self-motivated, demonstrate initiative, be a team player, and work independently
- Must be proactive and standards oriented with a meticulous eye for detail
- Highly organized, and able to prioritize tasks while ensuring the highest level of productivity is maintained
- Guest Service oriented
- Strong Interpersonal skills
- Exercise good judgment and discernment
- Understanding of and experience with cleaning products and machinery
- Able to handle stress in a fast-paced work environment
- Able to prioritize multiple tasks, have a sense of urgency to complete projects and be detail oriented
- Ability to work without direct supervision
- Flexible to work weekdays, weekends and statutory holidays

Application Deadline: April 16, 2018. For more information and to apply (Job ID# 15217), please visit: <http://careers.ucalgary.ca/jobs/2666188-summer-housekeeper-recurring-part-time-hotel-alma-and-seasonal-residence-ancillary-services>.

We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue on through the selection process will be contacted.



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Additional Information

This position is part of the AUPE bargaining unit, and falls under the **General Job Family, Phase II**.

To find out more about management and staff opportunities at the University of Calgary and all we have to offer, view our [Management and Staff Careers website](#).

About the University of Calgary

The University of Calgary is Canada's leading next-generation university – a living, growing and youthful institution that embraces change and opportunity with a can-do attitude. Located in the nation's most enterprising city, the university is making tremendous progress on its Eyes High journey to be recognized as one of Canada's top five research universities, grounded in innovative learning and teaching and fully integrated with the community it both serves and leads. The University of Calgary inspires and supports discovery, creativity and innovation across all disciplines. For more information, visit ucalgary.ca.

The University of Calgary recognizes that a diverse staff/faculty benefits and enriches the work, learning and research experiences of the entire campus and greater community. We are committed to removing barriers that have been historically encountered by some people in our society. We strive to recruit individuals who will further enhance our diversity and will support their professional success while they are here. We encourage all qualified applicants to apply, however preference will be given to Canadian citizens and permanent residents of Canada.