

**MAKAH TRIBE  
POSITION DESCRIPTION**

**JOB TITLE: Lead Housekeeper**

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<b>EXEMPT:</b> No	<b>JOB CODE:</b> 4-TS T5
<b>TARGET SALARY:</b> \$13.56 to \$15.95/DOQ	<b>SHIFT:</b> Flex
<b>PROGRAM:</b> Hobuck/Cape	<b>LOCATION:</b>
<b>REPORTS TO:</b> Manager (Hobuck/Cape)	

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**SUMMARY:** The Lead Housekeeper is a working supervisor position who will provide overall direction in accordance with the goals and objectives of Business Enterprise program; ensure excellent customer service from all housekeeping staff at all times; schedule training and ensure housekeeping staff are current.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Work closely with Manager and Assistant Manager to ensure the guests receive a comfortable stay and work is being scheduled and completed efficiently with minimal disruption to the guests.

Manage the daily housekeeping activities of the Hobuck/Cape Resort, ensuring cabins, restrooms, and public spaces are cleaned. Daily inspections are conducted to ensure quality of cleaning meets or exceeds established standards.

Conduct pre-event inspections of all cabins and public areas.

Establish and maintain a schedule for deep cleaning of all cabins and ensure it is completed within established timeframe.

Responsible to report all maintenance issues the Manager (Hobuck/Cape Resort).

Ensure there is proper equipment, materials and supplies on hand; ensure all Housekeepers receive the proper product knowledge and training for the functions which they perform.

Work with the Manager and Assistant Manager in developing a weekly/biweekly work schedule for all housekeepers and revise as necessary.

Develop and implement initial and on-going training for all housekeepers.

Ensure Hobuck and Cape have adequate housekeepers to function properly. Follow-up on requests or complaints from guests and employees in a timely manner as it pertains to housekeeping. Report all guest complaints to the Manager with an action plan for correction and avoidance in the future.

All information obtained about Hobuck/Cape and/or the guests must remain strictly confidential.

Work with the Manager and Assistant Manager on establishing/maintaining a Lost & Found policy for housekeepers.

Ensure laundry is completed each day in accordance with laundry procedures.

**SUPERVISORY RESPONSIBILITIES:**

Carries out general supervisory responsibilities in accordance with organizational policies, program policies and applicable laws and under the direction of the Hobuck/Cape Manager with regard to the day-to-day work assignments. The Hobuck/Cape Manager retains full personnel management authorities.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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).

Minimum of one year supervisory experience.

Minimum of one year experience as Housekeeper or similar type of work.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in

mathematical or diagram form and deal with several abstract and concrete variables.

Occasionally will be required to fill in for the Office staff by answering telephones, responding to emails, taking reservations and receiving money.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

### **OTHER QUALIFICATIONS**

#### **OTHER SKILLS AND ABILITIES**

Must have excellent customer service.

Must have the ability to effectively interact with all levels of diverse work-force and guests via telephone and personal contact in a courteous, helpful and effective manner, contributing to a positive work environment.

Must have a working competence in computer applications and be able to use major computer software, especially word processing, spreadsheets, and other programs.

Must have knowledge of current housekeeping practices and the ability to consistently improve the process.

Must have the ability to meet deadlines, and ensure accuracy in completed work.

Ability to communicate effectively, both orally and written.

Ability to function effectively under pressure of time and/or demands of several tasks at one time be effectively planning, organizing, and prioritizing work.

Knowledge of Tribal procedures and ability to perform work and accomplish tasks in accordance with established policies and procedures, practices, and priorities of the program and Tribal organization.

Must have excellent organizational skills.

Ability to establish and maintain effective working relationships with staff, public, other agencies, vendors/suppliers and the general public and must be able to handle difficult customers.

Ability to maintain confidentiality of records and information pertinent to the nature of the work.

Must be flexible; ability to shift thought process quickly and accurately from one matter to another.

Ability to work extended hours as needed.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must regularly lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; risk of radiation; and vibration. The noise level in the work environment is usually very loud.

### **HAZARDS**

Potential contact with dissatisfied or abusive customers.

### **SPECIAL WORK SCHEDULE:**

This is a full-time Flex position, it is not a 8:00 a.m. to 5:00 p.m. Monday - Friday, it will work shifts, evenings and weekends, holidays as well as some weekday hours, Schedule to be determined by the Manager (Hobuck/Cape) .

### **ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice.

Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

### **APPLICATION PROCESS:**

Submit a Tribal Application for this position with supporting documentation to:

Approved 01/20/15  
Revised 03/16/16  
Reclassified 03/28/16  
Revised 06/19/18

Makah Tribal Council  
Human Resources  
P.O. Box 115  
**71 Makah Bay Drive**  
Neah Bay, WA 98357  
Fax: (360) 645-3123  
E-mail: [katherine.thompson@makah.com](mailto:katherine.thompson@makah.com)

**OPEN: January 8, 2021**  
**CLOSE: January 22, 2021**

**IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.**

**PLEASE NOTE:** If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.