

Position title	<i>Houseperson</i>
Reports to	<i>Housekeeping Supervisor/Housekeeping Manager</i>
Department	<i>Housekeeping Department</i>
Date	<i>January 2019</i>

Job purpose

YWCA Banff is a community-based, feminist organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, our organization shapes a safe, inclusive community that empowers women and girls in support of our vision of a thriving, equitable society. The YWCA is funded through grants, donor support and revenue from our social enterprise program – the YWCA Banff Hotel.

All employees play an instrumental role in realizing our organizational goals through their commitment to our four strategic priorities: programs and services to end gender-based violence; a continuum of sustainable housing solutions; advancing the rights of women and girls; and building a sustainable organization.

The primary role of the Houseperson is to maintain a high standard of cleanliness in all guest rooms and common areas in accordance with YWCA Banff standards. A Houseperson will promote a positive image of the YWCA Banff and must be pleasant, friendly and able to address problems or special requests at all times.

Duties and responsibilities

Specific responsibilities include but are not limited to:

- Show up to assigned shifts on time. Advise Supervisor/Manager in advance if unable to attend assigned shift
- Uniform and personal appearance are kept clean and professional and are in accordance with the YWCA Banff Housekeeping dress code
- Clean all common areas of the facility, including common washrooms to department standards
- Clean all dormitory rooms, including setting up for groups to department standards
- Make sure Guest Services is stocked with dormitory linens/blankets/pillows before 3pm each day
- Attend to hotel laundry
- Perform rotation cleaning duties (eg: steam clean carpets, wash windows, deep cleaning) as required
- Wax and buff floors and operate the carpet shampooer as required

- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals.
- Maintain cleanliness and organization of work areas such as laundry room, linen closets, storage rooms
- Restock Cart at the end of each day with supplies, including making sure all spray bottles are properly labeled
- Items found in rooms and common areas labeled and bagged and given to Guest Services before end of each shift
- Report any maintenance issues to appropriate departments
- Report any discrepancies in Guest Room status to Housekeeping Supervisor/Manager
- Set up/take down rooms for groups, courses, workshops and functions
- Report any persons not abiding by YWCA Banff policies/rules
- Comply with the YWCA Banff Policies and Procedures
- Daily removal of garbage and help with sorting of recycling
- Provide help in other departments when required

Skills and knowledge

Specific skills and knowledge qualifications include but are not limited to:

- A grade 12 education
- Previous Houseperson/Housekeeping experience is an asset
- Able to lift up to 23kg in weight, bend and kneel
- Stand for a long period of time
- Strong interpersonal and communication skills including maintaining a high degree of confidentiality
- Ability to work a flexible schedule and to respond to every day pressures that occur in a hotel environment
- Highly organized with an ability to manage and prioritize ongoing duties
- Ability to work with the general public, and to engage and work with a diverse client population
- Ability to work well both independently and on a team

Working at YWCA Banff

Houseperson is a full-time, year-round position at 40 hours per week, with no direct reports. The working hours for the position will be flexible to accommodate Housekeeping schedule requirements.

The YWCA offers a competitive benefits and compensation package and encourages training and personal development for all employees.

As part of our commitment to a healthy workplace and residence, we shall respond to any incidents of harassment or inappropriate behaviour in a timely and professional manner with effective response processes and other resources.

YWCA Banff is an equal opportunity employer. Our organization cultivates a diverse, inclusive environment in line with our commitment to building a thriving, equitable society for everyone.

We encourage all qualified applicants to apply including women, persons with disabilities, members of visible minorities and aboriginal persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.