



## Menominee Casino Resort

### 2nd Posting

**Position** Housekeeping Supervisor-Hotel N5

**Job Status** Part-Time

**Minimum Age** 21

### Wage

**Date Posted** Friday, May 19, 2017 8:00:00 AM

**Date Closed** Thursday, May 25, 2017 4:30:00 PM

*FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.*

### SUMMARY

Responsible for the overall direction of hotel and institutional housekeeping programs in all areas of the Hotel, to ensure clean, orderly, and attractive condition, and meet all AAA guidelines by performing the following duties personally or through subordinate staff, and inspections.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains adequate staffing levels in the Housekeeping Department, by interviewing, selecting, training, evaluating, motivating, promoting, disciplining and terminating employees, as needed.
- Establishes and maintains operating systems to ensure impeccable guest services.
- Plans work schedules to ensure adequate service.
- Inspects and evaluates physical condition of all areas of the Hotel.
- Maintains a working knowledge of company policies and procedures, and enforces the same within department.
- Submits recommendations and work orders to Maintenance for painting, repairs, furnishings, relocation of equipment. Assigns deep cleaning schedule for all guest rooms and public areas.
- Regularly inventories supplies and equipment.
- Has knowledge of all cleaning instruments and methods. Continually looks at new cleaning methods and equipment to improve knowledge and hotel cleanliness
- Shall work closely with the front desk regarding check-ins and checkouts for the purpose of maintaining availability of clean rooms/premises.
- Has impute and maintains housekeeping operating expense budget. Has the responsibility to keep expenses within budget.
- Contributes to the competitive status and profitability of the Hotel, by monitoring industry trends and recommending appropriate actions to be taken.
- Utilizes leadership skills and motivational techniques, in order to maximize employee productivity and satisfaction of direct reports.
- Maintains a favorable working relationship with all other MCR employees, to foster and promote a cooperative and harmonious working climate.
- Prepares reports and develops informative database for improved management decision- making and critical evaluation of work activities.
- Exceeds guest expectations, by ensuring that the Housekeeping Department provides excellent service and functions effectively as a team.
- Performs all duties and responsibilities in a timely and efficient manner, in accordance with established company policies and procedures, to achieve overall objectives.
- Responsible to attend regular meetings with the Hotel Management, training seminars any other mandatory meetings as scheduled.
- Responsible for maintaining a consistent, regular attendance record.

### SUPERVISORY RESPONSIBILITIES

Directly supervises the Hotel's Housekeeping Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving



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problems. Maintains AAA standards, and the overall cleanliness of the Hotel, including the pool area, outdoor deck, green area, and public hallways.

**QUALIFICATION REQUIREMENTS**

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. Preference given to qualified Menominee or other Native American Applicants.

**EDUCATION and/or EXPERIENCE**

High school diploma or GED required. Associates degree or equivalent from two-year College or technical school preferred. One year of supervisory experience in a housekeeping department or in a related field.

**SPECIAL QUALIFICATIONS**

Strong organizational and interpersonal skills required.  
Computer Skills Microsoft programs Word, Excel, and XP

**CRIMINAL BACKGROUND MINIMUM REQUIREMENTS:**

No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have a pending unresolved charge of:

- Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law; or
- A felony conviction of any kind in the immediately preceding two years
- A crime of any kind related to gambling in the immediately preceding two years
- A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two years.
- A crime of any kind related to a crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding 2 years.

**LANGUAGE SKILLS**

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

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts with in a business environment such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**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.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk, climb or balance; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 75 pounds, frequently lift and/or move up to 50 pounds, and occasionally 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 the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the



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essential functions.

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The noise level in the work environment is usually moderate to loud.