



## JOB POSTING

**Date of Notice:** July 21, 2010  
**Position Title:** **HOUSEKEEPING SHIFT LEAD – Day Crew & Night Crew**  
**Job Location:** BANDON DUNES GOLF RESORT  
**Reports To:** Housekeeping Supervisors  
**Application Closing Date:** Until Filled  
**Send Application To:** Bandon Dunes Golf Resort  
Attn: Human Resources  
57744 Round Lake Drive  
Bandon, OR 97411  
Fax (541) 347-5850  
jobs@bandondunesgolf.com

### **Position Summary:**

The Housekeeping Shift Lead supervises and trains the crew of Housekeeping staff to ensure all assignments are completed in a timely manner and the quality of the job performed meets Bandon Dunes standards. Leads are responsible for ensuring that all guests and staff receive consistent "True Service" which meets or exceeds their expectations.

### **Essential Duties and Responsibilities:**

- Be positive, kind, courteous and friendly at all times.
- Ability to prioritize and organize work assignments.
- Enforce resort standards, policies and procedures with assigned staff.
- Knowledge of proper cleaning techniques, requirements and use of equipment.
- Knowledge of proper chemical handling, MSDS Sheets and requirements of OSHA laws and regulations.
- Manage and conduct internal auditing programs to safeguard company assets, assure that records are accurately maintained and that established policies and practices are satisfactorily and consistently followed.
- Communicate effectively with guests, management, staff and co-workers.
- Motivate assigned staff and maintain a cohesive team.
- Ability to ascertain staff training needs and provide training or secure training required.
- Enforce room standards through room and facility inspections on a daily basis.
- Demonstrated ability to be able to work under pressure and meet required deadlines.
- Must have strong written and verbal skills.
- Must have the ability to read and interpret documents, memos, communication log, safety rules, and operating and procedure manuals.
- Competently perform all tasks of a housekeeper as needed.
- Perform other duties as required.

### **Qualifications:**

- Read and write English
- High School education preferred.
- One-year experience in housekeeping, preferably in a hotel/resort setting.
- Demonstrate quality interpersonal communications skills.
- Give and/or follow verbal and written instructions.
- Supervise subordinates.
- Valid Oregon Driver's License. Driving record meeting Company safety policies and guidelines.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.
- Stand, sit, walk, push, pull, lift, grasp, bend and kneel for up to 8 hours at a time.
- Lift up to 50 lbs occasionally, 20 lbs frequently, and 10 lbs constantly.

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