



## **Vacancy Announcement**

<b>Title:</b>	<b>Housekeeping Inspector</b>
<b>Reports To:</b>	Executive Housekeeper
<b>Location:</b>	Hotel
<b>Salary:</b>	\$20.50 - \$26.00 per hour, (DOE)
<b>Classification:</b>	Full-time, Regular, Non-exempt, Non-Entry Level
<b>Summary:</b>	Supervises team members to ensure the Hotel standards are achieved and maintained. Responsible for organizing, planning, supervising and controlling daily activities performed by your team.

### **Application Deadline: *Open Until Filled***

Applications are available at all Tribal Offices or on the Internet at [www.rainrockcasino.com](http://www.rainrockcasino.com), just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: [www.rainrockcasino.com](http://www.rainrockcasino.com) or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: [human-resources@rainrockcasino.com](mailto:human-resources@rainrockcasino.com)



## **Position Description**

**Title:** Housekeeping Inspector  
**Reports to:** Executive Housekeeper  
**Location:** Hotel  
**Salary:** \$20.50 - \$26.00 per hour, (DOE)  
**Classification:** Full-time, Regular, Non-Exempt, Non-Entry Level

### **Summary:**

Supervises team members to ensure the Hotel and 4 Star/ 4 Diamond standards are achieved and maintained. Responsible for organizing, planning, supervising and controlling daily activities performed by your team members. Reports directly to the Executive Housekeeper.

### **Essential Duties and Responsibilities** including the following:

1. Maintains all guest rooms, guest corridors and public space to Rain Rock Hotel standards.
2. Maintains these standards while completing daily assigned work assignments.
3. Assigns work to team members in priorities to ensure guest satisfaction.
4. Ensures all assigned work of team members is completed prior to the end of shift.
5. Liaison with status board and relevant departments to ensure the smooth and efficient running of the Hotel.
6. Conducts daily inspections of guest rooms, guest corridors and common spaces for cleanliness standards, maintenance, and have deficiencies corrected and/or work request forms prepared and submitted.
7. Responsible for preparing requisitions for cleaning and guest supplies to restock assigned locker rooms.
8. Responsible for ensuring assigned team members are adhering to OSHA requirements and safety rules and regulations.
9. Responsible for the control of issuing, receiving and replacing departmental keys.
10. Constantly check room status on the computer for accuracy and update appropriate GRA paperwork.
11. Ensure all lost and found is handled in accordance with departmental procedures.
12. Prepare re-training request forms as needed.
13. Prepare and issue any required disciplinary actions.
14. Responsible for supervising the team members, stock levels, inventory and control of linen par levels in assigned locker rooms.

15. Responsible for ensuring all assigned work areas are clean, neat and free of safety issues.
16. Maintains personal contact with guests in dealing with complaints, etc.
17. Assist in controlling payroll cost by ensuring proper staffing in your assigned section.
18. Conduct daily meetings with assigned team members.
19. Check the appearance and uniforms of assigned team members daily.
20. Knowledge of room types and locations in the Hotel and Suites.
21. Knowledge of room availability at all times, for future and present dates.
22. Be aware of special promotions within the hotel.
23. Ensure service is always exceptional.
  
24. Ensure assigned operating equipment is being used properly and is in good working condition
25. Create an atmosphere of high morale and a positive working relationship among team members.
26. Ensure the productivity and efficiency of team members by constantly overseeing work done.
27. Know and practice the guest service philosophy of Rain Rock Casino Resort Hotel.
28. Ascertain guest satisfaction.
29. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

### **WORKING CONDITIONS & ENVIRONMENT**

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to work all shifts, weekends, and holidays.
4. Must be able to lift and/or move up to 25 pounds.

### **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 and skills or abilities required.

1. Must be at least 21 years of age
2. High School diploma or GED (required).
3. Minimum one-year experience in a high-volume Hotel environment.
4. Should have a good working knowledge of chemicals, carpet & floor care and maintenance equipment relating to Housekeeping.
5. Should have an extensive knowledge of all job duties performed by housekeeping team members.
6. Should have proper phone etiquette and strong communication skills.
7. Experience in customer service and knowledge of telephone equipment and its operation.
8. Demonstrate excellent interpersonal, problem solving, and customer service skills.
9. Must possess reasonable ability to communicate in English.
10. Highly self-motivated and directed.
11. Strong verbal and written communications skills.

12. Must provide high quality customer service and hospitality in the execution of tasks and responsibilities by ensuring a consistent, professional, courteous, friendly efficient service.
13. Proven analytical, evaluative, and problem-solving abilities.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.
15. Extensive experience working in a team-oriented, collaborative environment.
16. Possessing and maintaining a valid state driver's license and insurability by the RRC's insurance carrier is preferred.
17. Willing to participate in training as recommended or required.
18. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
19. Must have employment eligibility in the U.S.
20. Must adhere to confidentiality policy.
21. Must successfully pass a drug screening test and criminal background check.
22. Indian preference will be observed in the hiring process.

**Veteran's Preference:** It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**ACKNOWLEDGEMENT**

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
Team Leader Name	Signature	Date

Original to HR  
 Copy to Team Member  
 Copy to Team Leader