

Position Title: Head Housekeeper
Department: Operations
Reports to: Operations Manager

The Head Housekeeper is responsible for bringing the mission of Gracefield Christian Camp and Retreat Centre to all guests, campers and staff. The Housekeeping team fulfils their mission through the ministry of hospitality. The Head Housekeeper will work with the Operations staff, ensuring that all camp property and buildings are clean and well maintained. He or she will be responsible for the laundry, cleaning of the lodges and their kitchens, making beds, cleaning and stocking of public washroom facilities and daily sweeping and mopping of the main dining hall floor. As part of the Operations team, responsibilities will also include providing a safe and clean environment into which all guests, campers and staff may receive a friendly welcome.

Roles, Responsibilities and Tasks:

1. Develop and follow a cleaning schedule which will coincide with the rentals and summer camps and will ensure the necessary cleanliness of the facilities.
2. Become familiar with the safe use of all cleaning products.
3. Ensure the necessary housekeeping supplies are in stock and arrange reordering through the Office Administrator.
4. Take the necessary steps to ensure all facilities are monitored and cleaning times recorded as per the guidelines.
5. Take note of any needed repairs and report to the Operations Manager.
6. Supervise the Housekeeping Assistant including safe use of all cleaning products, assigning tasks, rotating responsibilities, tracking hours worked and providing training and feedback.
7. Maintain a friendly and welcoming environment for everyone.
8. Attend relevant pre-camp training sessions.
9. Attend staff Bible studies when time permits.

Gifts, Skills, Experiences, Qualities and Position Requirements:

1. Experience and training in hotel and hospitality services or custodial and cleaning services.
2. Attention to detail; sets high standards of service, cleanliness and tidiness
3. Stamina, endurance and the ability to walk distances in order to be able to complete all of the necessary daily tasks
4. Ability to work independently and as part of a team
5. Pleasant and open personality, ability to relate to guests and campers
6. Ability to take verbal detailed instruction and follow through
7. Ability to lift up to 20 kg unassisted
8. Valid driver's license is an asset
9. WHMIS training certificate is an asset

Screening Procedure: In accordance with the *Leading with Care* policy of The Presbyterian Church in Canada, screening of adults involved in ministry with children and youth includes a reference check, and a Police Records Check.

Support, Supervision and Evaluation: The Head Housekeeper reports to the Operations Manager. Regular feedback and evaluation will be conducted frequently with a written assessment of the Head Housekeeper's performance completed at the end of the contract.

Schedule and commitment: 17 weeks. The Head Housekeeper typically works daytime hours as negotiated with the Operations Manager. Flexibility in availability is needed for emergencies. Onsite room and board may be provided as needed. The Head Housekeeper receives one continuous 32-hour period off each week.