

# **RUTTGER'S BAY LAKE LODGE**

## **ADMINISTRATIVE ASSISTANT**

### **HOUSEKEEPING**

**REPORTS TO:** Director of Housekeeping

**GRADE:** N4, 7-9 months, Seasonal, FT, non-benefit position

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#### **SUMMARY:**

Responsible for all administrative functions of a busy Housekeeping and Laundry department, including employee scheduling, inventory control, purchasing, phones, lost and found, and safety procedures, in order to ensure maximum guest satisfaction and superior service.

#### **EXPECTATIONS:**

The employee must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to fulfill these functions. Ruttger's further expects every employee to exhibit stellar guest service and a regular attendance record.

#### **ESSENTIAL DUTIES:**

- Assist Director in the coordination of services of the housekeeping/laundry department.
- Assist Director with safety training scheduling and SDS review for all housekeeping department staff.
- Helps prepare weekly staffing schedules, daily work team assignments, works sheets and key assignments.
- Helps with employment application routing and performance incentive tracking.
- Answers phone for department, greets callers courteously. Follows through on caller's requests.
- Conducts inventory of all supplies and linens; consults with Director about inventory status. Researches best prices and places purchase orders with vendors as approved by Director.
- Uses Property Management System (Megasy) on a daily basis to log in all Lost & Found articles. Stores items and retrieves them for guests.
- Assists in communicating all maintenance and repair needs to appropriate individuals.
- Assists in communications with Front Desk staff about any guest reservation needs; provides updates on room status to Front Desk.
- Helps to identify rooms designated as priority cleaning, especially in the case of early arrivals, and informs Housekeeping Director and/or work teams of potential schedule changes.
- Foster positive working relationships and communication with all departments.
- Any and all other duties as assigned.

#### **EDUCATION and/or EXPERIENCE:**

- High school graduate preferred.
- One (1) year customer service experience preferred.
- Familiarity with Microsoft Office preferred. Advance spreadsheet skills required.

#### **REQUIREMENTS:**

- Must be able to pass Ruttger's background check;
- Talk; hear; see in color; adjust focus to include close, distance, depth, and peripheral vision;
- Stand; walk; sit; kneel; lift; push; pull; reach with arms and hands; move objects weighing up to forty (40) pounds.