SEVENWINDS CASINO
LODGE & CONFERENCE CENTER

13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Housekeeping Shift Lead
Department: Lodge
Starting Rate: $16.94 - $20.33

Basic purpose or function: Shift Leads are responsible for ensuring the highest quality cleaning, sanitation, and safety standards, as set by the Sevenwinds Casino, Lodge & Conference Center, are carried out within the established timeframes of their shift. The Shift Leads will be responsible for providing the comfort and cleanliness of the entire lodging area. In coordination with the Hospitality Manager, the Shift Lead establishes an exceptionally high standard of cleanliness and service and imparts this same high standard to the line staff through training, positive motivation, and instilling pride in the job.

Job Responsibilities:

- Responsible for training new team members, counsel, coach, and supervising the Service Specialists, Public Space and Laundry team members to ensure maximum productivity in all job categories, while maintaining the policies and cleanliness standards set by the Lodge. Help in the development and input of job performance evaluations.
- Thoroughly inspect each Lodge room on a daily basis to ensure that cleanliness, sanitation, and safety standards have been met. Request the Service Specialists to return to the Lodge rooms to correct any omissions or oversights of cleanliness and stocking of supplies or amenities.
- Entering the Lodge room status into the computer daily using the PMS system. Ensuring correct times and proper reports are printed daily. All reports must be signed and turned into the Hospitality Manager daily.
- Know and enforce established rules, regulations, procedures, and policies of the department, and Casino complex in verbal and written form through the disciplinary process.
- Maintain the guestrooms and all public areas in a clean, comfortable, and saleable condition. This would include many of the back-of-the-house areas as well.
- Consistently offer a very high standard of service to the guest with commitment to excellence as the main focus.
- Gain a thorough technical knowledge of the maintenance and care of wall coverings, floor types, furniture upholstery, carpets, all linens, cleaning equipment and machinery. Must also have a thorough knowledge of the use of cleaning chemicals.
- Work very closely with the Front Desk and/or Hospitality Supervisor to review occupancy levels, early or late arrivals or departures, VIP lists, and special requests for guests, etc.
- Report a detailed log of current room's inventory, major maintenance and repairs, renovations, general and special cleaning projects to the Hospitality Manager.
- Continuously maintain and update detailed policy and procedure manuals to include MSDS training, OSHA's Blood Borne Pathogen training, general safety training, orientations, turn down procedures and many more.
- Maintain a log of appropriate level of supplies and amenities on hand, avoiding supply outages.
- Maintain effective communications with the Maintenance Department, coordinating preventive Maintenance procedures and following up on work orders.
- Maintain detailed repair records for all equipment.
- Test and evaluate cleaning supplies and equipment. Meet with vendors and contractors to continuously update knowledge of new products being used.
- Maintain a Lost and Found department, supervising the record keeping of the "found" property if left unclaimed according to policy.

- Conduct daily morning meetings with team members about the day's events, forwarding minutes to Lead supervisor.
- Maintain harmony, courtesy, and service with a commitment to excellence within the staff and toward the guests and other departments.
- Attend all staff meetings as required.
- Motivates and develops subordinates and carries out appraisals as required by Lodge policy.
- Treats all employees as responsible individuals.
- Inspects room inventory daily.
- Cleans rooms when necessary.
- Must have a thorough understanding of the workings of the housekeeping department and a good understanding of the laundry Department and be able to offer constructive suggestions when necessary.
- Must be able to meet the public in a friendly and courteous manner to maintain excellent public relations.
- Performs other related duties as requested.

Minimum Qualifications:

- Must be at least eighteen (18) years of age.
- Prior supervisory experience and has proven leadership qualities.
- Must have High school diploma, HSED, GED, or equivalent; or in the process of receiving one.
- Must be able to lift fifty (50 lbs.) pounds, stand one hundred (100%) per cent of the time and bend seventy-five (75%) per cent of the time.
- Must be able to work a flexible schedule.
- Must take direction well.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Must be dependable, organized, detail orientated, and accurate.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.
- Must obtain a key gaming license.

Native American preference applies to all candidates for this position.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online, submit information to:

Human Resource Department
Sevenwinds Casino, Lodge & Conference Center
13767W County Road B
Hayward, WI 54843

Tina Coss, Human Resource Manager
715-634-5643 Ext. 6107
Or
Tamara Christman, Training Specialist

715-634-5643 Ext. 6121