



# Kooljaman at Cape Leveque

## **Kooljaman Housekeeping Co-ordinator**

Job Title – *Housekeeping Co-ordinator*

Department – *Guest Services*

Reports to – *Manager*

### **Nature and scope of position**

Lead, train and work with the housekeeping team to ensure that public amenities, camp kitchens, reception, & guest rooms of Kooljaman are presented to visitors in a pristine condition throughout the year.

Plan and implement best practice for the operations of housekeeping. Ensure guest rooms, staff housing and public areas reflect excellence in health, hygiene and product presentation.

### **Responsibilities**

- Assist housekeeping team as required to ensure the Kooljaman guest experience is always positive
- Co-ordinate the daily activities of the Guest Services department to include appropriate cleaning of reception, public spaces, seating areas, amenities, camp kitchens and rooms.
- Daily supervision, planning, organising and directing of housekeeping team to ensure the highest degree of guest satisfaction.
- Training and mentoring of housekeeping staff members.
- Re-order and maintain housekeeping supplies and inventory within budget parameters.
- Conduct daily inspections of reception, public spaces, seating areas, amenities, camp kitchens and rooms. Ensure any issues are noted and rectified.
- Uphold the highest standards of cleanliness, safety, and conduct.
- Ensure the proper maintenance of all equipment
- Other tasks as reasonably requested by management

### **Key competencies**

- Takes pride in what they and their staff are achieving
- Good team member
- Able to mentor team in a difficult environment to achieve success and maintain employment
- The ability to anticipate customer needs, change goals and direction quickly and multitask
- Working knowledge of rooms management systems.
- Advanced knowledge of housekeeping process and procedures.
- Proven experience supervising housekeeping departments of 8+ employees.
- Ability to maintain a budget

- Proven excellence in customer service.
- Capable of using independent judgment/solid decision making skills ability
- Proven comfort and experience to interact effectively with all levels of management, guests, associates, and clientele, both inside and outside of the organisation.
- Goal oriented, with a strong sense of responsibility.
- Demonstrated sound organisational, coordinating and personal interface skills.
- Demonstrated excellent written and verbal communication skills.
- Proven job reliability, diligence, dedication and attention to detail.
- Must be flexible with working weekends, and holidays.
- A minimum of 2 years supervisory experience in all aspects of housekeeping in a multiple use facility required

To apply for this role please address the key competencies and detail your experience for this role.

Applications that do not address the key competencies will not be considered.

**Due to our remote location, accommodation is limited. Preference will be given to applicants that are applying as a couple / travelling companions for multiple roles. Please note your partner/friend or travelling companion's name and the position they are applying for should you be applying as a couple. Please note – if you apply as a couple, you will be sharing a double or twin room onsite**

Please see FAQ's on the Kooljaman website to answer any queries you may have prior to emailing for further information regarding this role.

Should you have further queries please email [manager@kooljaman.com.au](mailto:manager@kooljaman.com.au)