



# Kooljaman

at Cape Leveque

## **Kooljaman Housekeeper**

Job Title – *Housekeeper*

Department – *Guest Services*

Reports to – *Housekeeping Co-ordinator*

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

To work as a member of 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. Assist in the planning and implementation of guest room, staff housing and public area maintenance to ensure health, hygiene and excellent product presentation.

### **Responsibilities**

- Guest Rooms
  - clean bbqs, sweep, scrub, mop and vacuum as required
  - clean toilets, wash basins, mirrors & showers
  - replace dirty towels etc with clean items
  - polish cutlery and crockery
  - dust and polish furniture and fittings
  - make up beds and change linens as required
  - restock room supplies such as drinking glasses, soaps, shampoos, writing supplies, mini bar
  - empty and clean rubbish containers & dispose of rubbish in a sanitary manner
  - check all appliances in rooms are in working order
  - realign furniture and amenities according to prescribed layout
- Public areas
  - clean windows in public areas
  - mop floor in reception
  - clean public amenities
- Staff areas
  - clean staff bathrooms
  - mop communal floors in staff areas
  - report any issues with staff housing

- General
  - Sort soiled laundry, wash, load, unload, hang, sort, fold and put away clean laundry
  - distribute linen, towels and room supplies
  - respond to guest queries and requests
  - respond to calls for housekeeping problems such as spills, broken glasses
  - deliver any requested housekeeping items to guest rooms
  - maintain all cleaning equipment and materials in a safe and sanitary working condition
  - organise and restock tubs at the end of the shift
  - ensure confidentiality and security of guests & guest rooms
  - follow all Kooljaman safety and security procedures
  - report any maintenance issues or safety hazards
  - observe and report damage of Kooljaman property

### **Knowledge and Experience**

- housekeeping experience within an environment of high expectations
- knowledge of cleaning and sanitation products, techniques and methods
- understanding of and pride in the importance of the housekeeping role
- physical stamina and mobility including ability to reach, kneel and bend
- ability to lift, push and pull required load (to approximately 15 kg)

### **Key Competencies**

- attention to detail
- ability to tolerate hot working conditions
- ability to work under pressure to high standards
- customer focussed
- reliable
- able to work well within a team of varying abilities
- adaptable
- able to plan and carry out work efficiently
- high personal integrity
- honest
- able to maintain high physical energy levels in difficult working conditions

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.

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)