

# HERKIMER DIAMOND MINES

4626 State Route 28, Herkimer, NY 13350 • 315.891.7355  
herkimerdiamond.com • diamonds.becka@gmail.com

**Position:** Seasonal Housekeeping Associate

**Reports to:** Karrie Fox - Housekeeping Supervisor, Becca McCabe - Campground Manager

**Campground Season Dates:** April 5th - November 1st 2024

**Schedule:** Variable work hours based on business volume. Overtime will be compensated for hours exceeding 40 per week.

## **Overview:**

As a Housekeeping Associate at Herkimer Diamond Mines KOA Resort, you play a pivotal role in maintaining the cleanliness and welcoming atmosphere of our world-class resort. You will contribute to creating a positive and memorable experience for our guests by ensuring the highest standards of cleanliness and service.

## **Responsibilities:**

### **Cleaning Programs:**

- Perform daily, weekly, and monthly cleaning programs for designated buildings and facilities as directed by the supervisor or owner(s). Including but not limited to KOA Cabins & Lodges, Bath Houses, Miners Village, KOA Laundry Facility, and Event Venues.
- Use appropriate cleaning chemicals on designated items as trained.
- Avoid mixing chemicals and ensure safe usage by following specified guidelines.
- Wear gloves and adhere to all safety measures.

### **Supply Management:**

- Submit a list of supplies (e.g., toilet paper, paper towels, garbage bags, cleaning supplies, equipment) that need replenishing to the immediate supervisor or owner(s) on an as-needed basis.

### **Guest Service:**

- Provide excellent and friendly guest service by being attentive, responsive, and helpful.
- Greet guests warmly at every opportunity, demonstrating a friendly welcome.
- Report all customer problems, requests, or complaints to supervisors or managers.
- Follow up to resolve issues whenever possible.

### **Lost and Found:**

- Bring all lost and found items to the main office, clearly labeled with the cabin number or location found and date.

### **Personal Presentation:**

- Present a positive impression with a well-groomed appearance, wearing a smile, and the appropriate clean KOA T-Shirt and Tan/ Black Pants/Shorts with a name tag.

### **Maintenance Reporting:**

- Report all broken or damaged items within campground buildings, facilities, and premises promptly to the main office & maintenance staff.

### **Flexibility:**

- Understand that this job description is not exhaustive, and additional duties may be assigned at any time with or without notice.

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## **Expectations:**

- Clean and well-maintained campground buildings.
- Job duties completed in an efficient, timely manner.
- Guest Survey Reviews reflecting satisfied happy guests as related to the cleanliness of the campground and attentiveness of housekeeping staff.
- Friendly greeting, smiles and professional attitude dedicated to serving the needs of our guests.
- An attitude that demonstrates cooperation and team spirit with all staff members.
- Timely reporting of all guest concerns and requests, as well as, follow-up and corrective action on the areas under the team member's capabilities.
- Using safe work practices to avoid accidents of both guests and team members
- Careful handling of equipment (Company Mini Vans, Golf Carts, and Supplies).
- Well-groomed appearance and appropriate, clean KOA uniform and name tag.
- Attention to detail.
- Must be able to lift up to 50 pounds, lift and carry 25 pounds occasionally and 10 pounds regularly.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Ability to stand for an extended period of time
- Ability to bend, stoop, kneel, crouch, and climb.
- Ability to drive and operate a golf cart/ minivan.
- Ability to work outdoors in various weather conditions (heat, cold, rain, etc.)

## **Job Qualifications:**

- Hear and speak the English language fluently.
- Ability to work both independently and as part of a team.
- Basic knowledge of cleaning and sanitation procedures.
- Valid Driver's license is required to operate company vehicles.
- Ability to work nights, weekends, and holidays.
- Ability to work outdoors in various weather conditions.
- Excellent customer service skills.

## **Physical Requirements:**

- Lift up to 50 pounds, occasionally lift and carry 25 pounds, and regularly lift and carry 10 pounds.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Long periods of standing (90% of the time)
- Ability to work outdoors in various weather conditions
- Ability to bend, stoop, kneel, crouch, and climb.
- Ability to operate a golf cart