



Kampgrounds of America Job Description

Job Title: Housekeeper
Department (3 letter code): OAK **Reports to:** Designated Supervisor or General Manager
FLSA Status: Exempt Non-Exempt
Supervisory Responsibilities: Yes No
Travel: Yes % No **Revision date:** 8/1/2025

Summary:

The Housekeeper is responsible for maintaining a clean, sanitary, comfortable, and tidy environment. The Housekeeper cleans all private offices and public common areas including the general store, restrooms, and accommodation units while maintaining departmental standards

Essential Duties and Responsibilities:

- Clean and style accommodation rooms and public areas efficiently, to brand expectations, with attention to detail and within time standards.
- Refresh and replenish guest rooms with amenities, supplies, lines, and applicable collateral to ensure all items are available for guest use.
- Complete requests in a timely manner and in order of priority.
- Take ownership to resolve guest challenges, working collaboratively with the guest services team and property leadership.
- Complete appropriate forms and turn in any items left by guest to the housekeeping supervisor.
- Ensure adherence to quality standards and health and safety regulations.
- Wash, dry and fold laundry as required.
- Sanitize kitchen and bathrooms, scrub basins, tubs, toilets, and floors using appropriate chemical solutions in accordance with industry standards and company policy while using protective equipment.
- Sign out and sign in master room keys daily.
- Report room condition and status to housekeeping supervisor and guest services.
- Retrieve, stock, restock and store the housekeeping cart according to prescribed housekeeping safety and security procedures.
- Maintain cleanliness of all assigned areas of campground.

Non-Essential Duties and Responsibilities:

- This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Required Education and Experience:

- Basic understanding of English language
- Comfortable in a fast-paced and high-pressure environment.
- Ability to maintain confidentiality.
- Able to work nights, weekends, and holidays.
- Valid driver's license.

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Preferred Education and Experience:

Physical Demands and Working Conditions:

- Work is performed indoors and outdoors and may involve exposure to varying weather conditions
- Must be able to lift and carry up to 10 pounds regularly, lift or carry up to 25 pounds or more occasionally with assistance.
- Ability to bend, stoop, kneel, crouch, climb, push, pull, reach overhead and move safely over uneven terrain.
- Use of repetitive motion, standing, bending, sitting, lifting, and walking.
- Noise levels may be moderate to loud.
- May be exposed to dust, pollen, grasses, landscaping, and various chemicals and moving mechanical equipment.
- Use of personal protective equipment required where necessary.
- Will experience occasional interruptions and shifting priorities.
- Valid driver's license required, this position may be expected to drive a motorized vehicle which requires close and distance vision, sitting, seeing and reading signs, traffic signals, etc.

Print Employee Name

Employee Signature

Date