



## Position Description: Housekeeping Associate

The following provides a detailed description for the position of Housekeeping Associate. Actual duties performed may vary slightly.

### General Position Description

The position of Housekeeping Associate is responsible for ensuring the common areas of the facility are maintained and orderly as well as assist with the quality of service to members and guests.

### Responsibilities of the Position

- Responsible for maintaining overall indoor and outdoor club cleanliness and safety including building, grounds, and equipment
- Ensure tasks in assigned rotation schedules are completed in a timely and efficient manner
- Complete equipment and supplies audits and request re-supply as needed
- Ensure towels are washed, folded, and stocked for members
- Ensure the locker rooms are neat, orderly and well stocked
- Ensure Operations projects and tasks do not interfere with members' use of the club
- Ensure prompt and courteous service to members
- Continually use "five- sense" model throughout the entire club
- Conduct facility inspections to ensure the club is clean and equipment is functioning properly
- Demonstrate positive attitude and actions through a display of courtesy, service, cooperation, hospitality, sensitivity and professionalism to members, guests, and other team members

### Responsibilities of all Positions

- Support and articulate the Company mission statement
- Adhere to company policies and procedures
- Ensure cleanliness of the club using all 5 senses:
  - Sight to ensure club is neat and orderly
  - Sound to ensure music/ sound levels are appropriate
  - Touch to ensure floors, countertops, etc are clean and dry
  - Taste to ensure food & beverages in the café are up-to-standards
  - Smell to ensure the club is fresh and odor free

### Required Skills & Prerequisites

#### Education

- High School diploma or GED.
- Post-secondary degree in business, exercise science, hospitality or related field preferred.

#### Experience

- One year of customer service experience.
- Mechanical and grounds keeping experience preferred.

#### Licenses / Certifications / Registrations

- Current CPR/AED certification.



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### Additional Skills

- Excellent communication and customer service skills.
- Ability to stand, lift over 50 pounds, bend push, kneel, twist and reach above shoulders on a frequent basis.
- Must be willing to work outdoors in inclement weather.
- Ability to operate basic machinery and tools.
- Work with cleaning fluids, chemicals, cleaning agents or similar solutions.
- Basic computer skills.
- Must be willing to obtain certifications as defined by Company policy.
- Excellent communication and customer service skills.
- Experience in designing and implementing fitness regimens.

### Assigned Hours

- Flexible schedule. Part-time, 15-25 hours per week.

NOTE: All duties and requirements stated above are essential functions. This job description in no way implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.