



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Room Attendant
Department: Wanaaha Hotel - Housekeeping
Supervised by: Housekeeping Supervisor
Pay Grade: NE2 \$18.00 - \$23.05 hourly
FLSA: Non-Exempt, Hourly / Regular Full Time

Position Summary: Room attendants play a crucial role in creating a positive guest experience by ensuring rooms and public areas are clean, comfortable, and well-maintained, creating a pleasant experience for our guests. This role is central in the hotel presentation in public and nonpublic areas including back of the house. Their responsibilities combine cleaning, restocking, and reporting maintenance needs, making them essential for the smooth operation of the hotel.

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44, and other relevant laws.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all inclusive.

Job Duties:

- Room attendants are tasked with cleaning guest rooms, which includes making beds, changing linens, dusting furniture, vacuuming carpets, and sanitizing bathrooms.
- Restocking supplies (linens, amenities, cleaning supplies, stationery, etc.) in the pantries located on every floor.
- They ensure that rooms are fully stocked with necessary amenities such as towels, toiletries, and stationery.
- Room attendants often greet guests, respond to their inquiries, and address any complaints or requests promptly to the Supervisor.
- They are responsible for reporting any maintenance needs or technical issues to the appropriate staff.
- In addition to guest rooms, they may also clean and maintain public areas such as hallways and other spaces.
- Room attendants are responsible for cleanliness at the back of the house as well, like offices, staff areas, deposits and bathrooms.
- Report to the Supervisor of any Lost & Found items as per hotel standards and any guests concerns.
- Report to the Supervisor of any missing/broken items in the guestrooms or public areas.
- At the end of the shift they will vacuum and dust the hotel rooms hallways in the sections the rooms were assigned.
- Last task will be restocking your cart and pantry, cleaning vacuum and having everything ready for the next shift.

Education and Experience:

- High school diploma or equivalent required.
- Previous housekeeping experience in hotels or resorts preferred but not required

Other Requirements:

- Demonstrated ability to be a team player, resolve guest concerns if possible, and operate under pressure.
- Must have the ability to work with people from diverse cultures, ethnic, and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in the Paiute language, ceremonial and cultural event recognition, etc.
- Ability to work flexible schedules, including weekends and holidays.

- Must comply with the Bishop Paiute Tribe's organizational policies.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making – the individual identifies and resolves problems when possible or escalate to the Supervisor.
- Interpersonal Skills - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- Communication – Ability to communicate clearly both verbally and in writing.
- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management – the individual uses time efficiently and be able to work without supervision.
- Detail Oriented – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays, or unexpected events.
- Reliability – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Organized – the individual keeps a clean and organized workspace and projects.
- Motivated – the individual inspires self and others to get the job done and follow through on tasks.
- Safety Oriented - aware of surroundings to maintain a safe work environment for community members and co-workers.

Physical Demands/Work Environment:

While performing the duties of this job, the employee regularly is required to stand for long periods of time or walk and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear. The employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or carry up to 25 lbs. Work is generally performed in guest areas. Work flexible schedules, including weekends, evenings, and holidays. Tight time constraints and multiple demands are common.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____