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ROLE DESCRIPTION:

## HOUSEKEEPING TEAM MEMBER

Term: Seasonal: Spring and/or Summer  
Reports to: Ashley Roberts, Housekeeping Manager; Housekeeping Lead  
Enrollment Level: Frontline / CORE

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### Role Description:

Provide confidence for all guests that they will get the same clean comfortable rooms they come to expect. Checking rooms and common areas and maintaining a clean and hygienic environment with a high standard. Ensure proper implementation of operational standards as well as safety of all employees and guests through compliance with safety provisions and regulations.

### Accountabilities:

- Room refreshes
- Ensure proper implementation of operational standards
- Ensure safety of employees and guests through compliance with safety provisions and regulations
- Maintain a clean and hygienic environment with a high standard of housekeeping
- Checking rooms and common areas, including stairways and lounge areas, for cleanliness
- Support office with cleaning supplies, extra towels, etc., so they can serve guests well.
- Operate Towel Depot, daily during posted hours
- Compliance with:
  - All relevant government regulations
  - The MBC Child and Youth Protection Policy (Working with children)
  - Staff Handbook policies and procedure
  - Occupational Health and Safety Policy: be aware of your responsibilities and act accordingly Other Duties as required

### Qualifications:

- A solid work ethic, an eye for the big picture and being willing and ready to serve others describes the candidates that will be selected to serve on this team.

### Additional Requirements:

- Mature in Conduct; Professional in communication, conduct and appearance; Problem Solver; Guest Focused;
- Quick on feet, quick responding and can handle crises.
- Able to liaison effectively with guests and program participants;
- A heart for influencing youth & young adults to be passionate followers of Jesus Christ.
- Comply with the requirements of the Occupational Health and Safety Policy by being aware of your responsibilities and act accordingly; working in the safest possible manner,
- Maintain safe and clean facilities environment by developing, enforcing and complying with procedures, rules and regulations
- Be a connected member of the MBC staff team, supporting all departments as team members, extending grace and responding with respect.

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## HOUSEKEEPING TEAM MEMBER

### Working Conditions:

- Working in a Christian service ministry requires a high standard of personal integrity and lifestyle. Each staff member working at MBC will be expected to adhere to the Code of Conduct as described in the Staff Manual. All staff members are expected to share in the vision, mission and ministry of MBC regardless of their role or position.
- Weekend and evening work will be required from all staff.
- Physical Demands General physical working conditions including lifting. High stress conditions are likely to exist during peak seasons

#### Work hours:

- You can expect to work 5 days per week
- You can expect to work 8 hours per day
- You can expect to work 40 total hours (on average) per week.
- Early, late and split shifts should be expected.
- Expected to work weekends
- Will work every Saturday (Change over)

## Spring Crew Service Roles – SLT & CORE

During the Spring (May & June) all SLT and CORE Spring Crew staff will assist in other departments to help prepare MBC for the arrival of our summer guests. SLT & Core staff may be asked to do any or all of the following roles. Program staff will be given a minimum of one day a week to plan for the summer.

**Maintenance/Building Projects:** A major part of Muskoka Bible Centre's responsibilities is to maintain our God given property and facilities, ensuring readiness for the spring and summer seasons. Expect hard work and fulfillment as you prepare the grounds and facilities for ministry.

**Housekeeping:** Helping the Housekeeping department prepare for and clean up after retreat groups includes tasks such as cleaning guest accommodations, setting up meeting rooms, cleaning washrooms and taking out the trash! Housekeeping plays an integral role in the delivery of great ministry.

**Food Services:** Our kitchen will be hopping in May and June with retreat groups during this busy season. Many of the students will serve in the Dining Room and on the Dish Crew alongside our full-time food service staff. We are known for our food and our warm & hospitable Dining Room service.

**Front Office and Campground Office:** CORE staff hired for these positions will spend most of their spring crew work hours in their department.

**Widjiitiwin:** CORE and SLT staff hired for these positions will spend most of their spring crew work hours in their department.

Outside of regular work hours, Spring Crew may be tasked with additional leadership opportunities. These may include organizing worship events, leading a small group, acting as Duty Manager for weekend groups, or similar tasks.