

JOB DESCRIPTION

Guest Services Representative – Attendant

Overall description: Guest Services Representative - Attendant is responsible for heavy cleaning of public areas indoors and outside the Presbyterian House as well as assisting with preparation of guest rooms for new arrivals as needed. Works with other staff to ensure a positive meal experience for guests.

Job Duties

1. Cleans all public areas outside the House. Duties include, but are not limited to: vacuuming, removing cobwebs, moving and/or rearranging porch furniture. Maintains cleanliness of outdoor trash area and pulls trash bins to the curb for pick-up daily.
2. Waters plantings around the building as needed.
3. Changes the exterior announcement boards for each week's service and vespers.
4. Washes or vacuums hallways, removes trash from public trash receptacles and from kitchen.
5. Works with office staff to manage temperature control of guest rooms.
6. Provides limited maintenance responsibilities (changing lightbulbs, unclogging toilets, eg) and reports maintenance needs to House Manager.
7. Carries laundry bags to appropriate door for pick-up by laundry service.
8. Works six (6) days/week throughout the 10 weeks of the season.
9. Reports any incidents/injuries to Lead GSR.
10. On turn-over Saturdays, works as part of the team to prepare rooms for new guests, assisting GSR's as needed.
11. Stays with the Hostesses to greet guests and delivers all bags and guest equipment to their rooms.
12. Shares in evening porch duty, ensuring safety of guests and answering inquiries from visitors as needed.
13. Takes and picks up mail daily.
14. Sets up tables for meals and assists with serving guests during mealtimes.
15. Vacuums carpeting after meal service is completed. Washes kitchen mats daily following the evening meals.
16. Other duties as assigned by the lead GSR.

Job Requirements

1. Willingness to accept responsibility for overall cleanliness and order of the House.
2. Ability to bend, stoop, lift up to 50 pounds, and manage use of household appliances (vacuums, dishwasher, etc.)
3. Must be a good team player and be flexible as circumstances demand.
4. Willingness to work both indoors and outside.
5. Ability to work with a wide variety of individuals, including the elderly.
6. Must be punctual.

Other

This is a residential setting and care must be taken to ensure proper cleaning as well as responding to the demands of our guests, many of whom are seniors. The work schedule is 6 days per week; however, there are blocks of time available to attend lectures, events, or otherwise explore the Chautauqua community.

I have read and understood the above job requirements.

Name _____ Date _____

Witnessed by: