

POSITION ANNOUNCEMENT

Housekeeping Associate

Hostelling International Houston: The Morty Rich Hostel is a 501(c)(3) non-profit organization dedicated to promoting intercultural exchange, environmental stewardship and world peace through hostelling. We are a part of the larger organization, Hostelling International USA, which operates a network of nearly 60 quality hostels and runs a variety of different programs in their communities throughout the United States.

HI-Houston is located in the funky and diverse neighborhood of Montrose. We are seeking a personable, energetic and proactive Guest Services Assistant to help us share the best of Houston with our guests. HI-Houston prides itself on its excellent guest reviews and will expect any potential employee to meet this established standard on a daily basis. To see where you will be working, please visit our website at www.hiusa.org/houston. We are looking to fill the positions quickly, so get in touch and let us know why you would be a good fit with HI-Houston.

Summary: To provide overall hostel cleanliness ensuring hostel sanitary standards are met and guest satisfaction.

Responsibilities:

- Clean common spaces, kitchens, bathrooms, and rooms as assigned. Includes cleaning walls, floors, mirrors, and windows; dusting paintings, window sills, furniture, counters, and door frames; vacuum, mop, and buff floors as needed.
- Prepare rooms for guests, including making the beds and cleaning the furniture and floors.
- Complete all assigned tasks as outlined on shift checklists.
- Empty trash and recycling as necessary.
- Follow HI-Q Standards and Procedures.
- Maintain inventory of daily supplies.
- Report any maintenance issues that come to your attention.
- Assist maintenance staff in cleanup of hostel projects.
- Coordinate any food and beverage presentations as necessary for breakfast, dinners or other special events.
- Respond quickly to guest requests in a timely, friendly and efficient manner (15 min max.) and follow-up to ensure guest satisfaction.
- Report lost and found, damage, or missing items immediately
- Represent and promote the hostel and Hostelling International in a positive manner to guests, local officials, local residents, community media and the general public.
- Attend mandatory monthly meetings and other training courses as directed.
- Engage with guests and inquire about their stay.
- Wash, dry, and put away laundry, including bedding and towels.
Help with food preparations as necessary.
- Deep cleaning as necessary.
- Complete all other duties as assigned by management.

Skills/Qualifications:

- High school diploma or GED
- Excellent communication skills
- Customer service and problem resolution skills
- Attention to detail
- Ability to multi-task
- Minimum six months of hostel or hotel experience preferred, recent professional housekeeping experience required
- Must be willing to work evenings, weekends, and holidays as schedule requires

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands and arms. The employee is frequently to stand, walk, talk, and hear. The employee is occasionally required to climb or balance.

The employee must regularly lift and/or move up to 50 pounds. The employee must be able to ascend and descend 3 flights of stairs regularly. Specific vision abilities required by this job include close and peripheral vision, color vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

Application

Email your resume, cover letter and a list of three references to gm.houston@hiusa.org. and reference **Houston Housekeeping Associate** in the subject line of your email.

HI USA is an Equal Opportunity Employer.