



Job Description: Housekeeper

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Hotel Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination situated in British Columbia's Great Bear Rainforest. The resort's accommodations provide guests with comfort and relaxation in a pristine natural setting. The Housekeeper plays a vital role in maintaining high standards of cleanliness and hospitality to ensure an exceptional experience for all guests.

Position Overview

The Housekeeper is responsible for cleaning and maintaining guest rooms, public spaces, and other areas within the resort to ensure a clean, comfortable, and welcoming environment. Reporting to the Hotel Manager, the Housekeeper contributes to the overall guest experience by upholding the resort's commitment to excellence and attention to detail.

Key Responsibilities

Cleaning and Maintenance

- Clean and sanitize guest rooms, including beds, bathrooms, floors, and furniture, following established procedures.
- Replace linens, towels, and amenities as needed, ensuring all items meet quality standards.
- Maintain cleanliness of public areas, such as hallways, lobbies, and communal spaces.
- Restock cleaning supplies and report any inventory shortages to the Hotel Manager.

Inspection and Reporting

- Inspect rooms and public areas to ensure they meet Shearwater Resort's cleanliness and presentation standards.
- Report maintenance issues or damages to the Hotel Manager for prompt resolution.
- Notify the Hotel Manager of any lost and found items or unusual conditions in guest rooms.

Guest Interaction and Service

- Respond to guest requests for additional items or services, such as extra towels or pillows, in a timely and courteous manner.
- Ensure guest privacy and confidentiality while performing housekeeping duties.
- Provide friendly and professional service when interacting with guests.

Team Collaboration

- Work closely with the front desk and maintenance teams to coordinate room readiness and guest satisfaction.
- Assist other housekeeping team members during peak periods or when additional help is required.
- Participate in team meetings to discuss operational improvements and updates.

Adherence to Health and Safety Standards

- Follow all health and safety guidelines, including proper handling and storage of cleaning chemicals and equipment.
- Use personal protective equipment (PPE) as required to ensure safety.
- Dispose of waste and recyclables appropriately, supporting the resort's sustainability initiatives.

Qualifications

Education and Experience

- High school diploma or equivalent preferred but not required.
- Previous experience in housekeeping, janitorial work, or a similar role is an asset but not required; training will be provided.

Skills and Competencies

- Strong attention to detail and a commitment to maintaining high cleanliness standards.
- Ability to work independently and efficiently in a fast-paced environment.
- Good communication and interpersonal skills for team collaboration and guest interaction.
- Physical stamina to lift, bend, stand, and perform repetitive tasks.

Key Attributes

- Dependable and punctual, with a strong sense of responsibility.
- Positive attitude and willingness to perform a variety of tasks.
- Flexibility to adapt to the dynamic needs of a busy resort environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Work involves physical activity, including lifting, bending, and extended periods of standing.
- Flexible shifts, including weekends, holidays, and evenings, as required.

Compensation and Benefits

- Competitive hourly wage based on experience.
- Opportunities for professional growth and training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while contributing to Shearwater Resort's mission of sustainable tourism and cultural engagement.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Hotel Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to hr@shearwater.ca with the subject line "Application: Housekeeper." Applications will be reviewed on a rolling basis until the position is filled.