



Vacancy Announcement

Title: Housekeeping Inspector

Reports To: Executive Housekeeper

Location: Yreka, CA

Salary: \$20.50 - \$26.00 per hour, (DOE)

Classification: Full-time, Non-exempt

Summary:

The Housekeeping Inspector at Rain Rock Casino Resort Hotel is responsible for overseeing the cleanliness and maintenance of guest rooms, public areas, and back-of-house facilities. This role ensures that all housekeeping standards are met, maintaining a high level of guest satisfaction and hotel cleanliness. The Inspector supervises and trains housekeeping staff, inspects rooms for cleanliness, ensures proper inventory management of cleaning supplies and equipment, and addresses any issues or concerns in a timely manner. Additionally, the Housekeeping Inspector collaborates with other departments to ensure smooth operations and provides feedback to improve service quality. This position requires strong attention to detail, excellent communication skills, and the ability to work efficiently under pressure.

Application Deadline: *Open Until Filled*

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: human-resources@rainrockcasino.com



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Responsibilities:

1. Supervise and inspect the daily cleaning and maintenance of guest rooms, public areas, and back-of-house facilities, ensuring all housekeeping standards are met and maintained.
2. Conduct detailed room inspections, ensuring cleanliness, maintenance, and adherence to hotel standards for guest satisfaction.
3. Provide training and guidance to housekeeping staff, ensuring proper cleaning techniques, safety procedures, and the efficient use of cleaning equipment and supplies.
4. Manage inventory of cleaning supplies and equipment, ensuring adequate stock levels and reporting any shortages or issues to the housekeeping management team.
5. Address and resolve any cleanliness or maintenance concerns promptly, ensuring quick turnaround times and guest satisfaction.
6. Collaborate with other departments, such as maintenance and front desk, to ensure rooms and public areas are ready for guests, meeting their expectations for cleanliness and comfort.

7. Ensure all guest rooms are fully prepared, including replenishing linens, toiletries, and amenities as needed.
8. Maintain effective communication with the housekeeping management team, providing updates on room statuses, staff performance, and any challenges encountered during inspections.
9. Assist with scheduling and organizing housekeeping staff to ensure efficient coverage of all areas.
10. Uphold safety and sanitation standards, ensuring that cleaning agents and tools are used appropriately and safely.
11. Respond to guest feedback regarding room cleanliness and ensure that any concerns are addressed promptly and effectively.
12. Perform additional duties or assist with projects as needed, including supporting housekeeping operations during peak periods or staffing shortages.
13. Perform all duties of a Guest Room Attendant (GRA) as needed.
14. Assign and prioritize daily cleaning schedules to optimize guest satisfaction.
15. Monitor and manage daily housekeeping tasks and required documentation.
16. Lead daily team meetings to communicate updates and expectations.
17. Maintain real-time knowledge of room availability for current and future dates.
18. Perform other job-related duties as assigned while maintaining professionalism and prioritizing tasks effectively.

Working Conditions & Environment:

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to work all shifts, weekends, and holidays.
4. Continuously stands, and walks,
5. Frequently bends/stoops, climbs, reaches above and below, kneels, and squats.
6. Occasionally crawls.
7. Continuously lifts/carries, pushes/pulls up to ten (10) pounds.
8. Frequently lifts/carries, pushes/pulls up to fifty (50) pounds.
9. Occasionally pushes/pulls up to seventy-five (75) pounds.
10. While performing the duties of this job, the team member is frequently exposed to toxic or caustic chemicals.

Level of Authority & Restrictions:

1. This position holds the authority to make business-level decisions related to team performance and workflow but does not manage direct reports.

Minimum Requirements:

1. Must be at least 21 years of age
2. High School diploma or GED (required).
3. Minimum one-year experience in a high-volume hotel environment.

4. Should have a good working knowledge of chemicals, carpet & floor care and maintenance equipment relating to Housekeeping.
5. Should have an extensive knowledge of all job duties performed by guest room attendants.
6. Should have proper phone etiquette and strong communication skills.
7. Experience in customer service and knowledge of telephone equipment and its operation.
8. Demonstrate excellent interpersonal, problem solving, and customer service skills.
9. Must possess reasonable ability to communicate in English.
10. Highly self-motivated and directed.
11. Strong verbal and written communications skills.
12. Must provide high quality customer service and hospitality in the execution of tasks and responsibilities by ensuring a consistent, professional, courteous, friendly efficient service.
13. Proven analytical, evaluative, and problem-solving abilities.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.
15. Extensive experience working in a team-oriented, collaborative environment.
16. Willing to participate in training as recommended or required.
17. Must be found suitable to have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
18. Must have employment eligibility in the U.S.
19. Must adhere to confidentiality policy.
20. Must successfully pass a drug screening test and criminal background check.

Tribal Preference Policy:

In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Veteran's Preference:

It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Acknowledgement:

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

_____ Team Member Name	_____ Signature	_____ Date
_____ Team Leader Name	_____ Signature	_____ Date