Position Description: SHC Guest Room Coordinator – Position Description

POSITION: Temporary/Summer
WAGE: $13.50/hr

HOURS: Up to 15 hours a week May 3-June 16 for scheduled training and preparation; 30-40 hours per week, beginning June 16-September 8; scheduled hours will vary weekly; this position will include weekend hours; based on the Summer Housing and Conferences (SHC) needs. Required availability for work shifts: June 16-June 28; August 26-September 8.

Provide quality control for the turnover of Summer Housing and Conference (SHC) room and spaces. This position requires inspecting rooms for cleanliness, proper inventory, maintenance issues and reports. Provide coordination and support for Summer Housing and Conferences. Provide support to guest groups and individuals prior to arrival and during their stay at PSU to ensure clear communication and quality customer service. These job duties will vary depending on Summer Housing and Conferencing needs. Responsibilities include but are not limited to:

- Attend and participate in all SHC training and preparation meetings
- Assist the Room and Set-up Team
- Assist with training other Room and Set-up Crew Members
- Inventory, organize, and stock the staging/storage rooms with all equipment and supplies per guidelines provided
- Arrange linen and supply carts at the end of each day
- Maintain professional appearance and supervise use of materials and supplies
- Report daily to supervisor, inform supervisor of all activities and any needs prior to the shift’s end
- Attend daily stand-up meeting with SHC on days when scheduled to work
- Assist with department-wide preparation for summer
- Clean rooms by sweeping, mopping, or vacuuming lodging rooms, change bedding and make beds
- Complete inventory of room contents. Replace damaged and missing items when necessary
- Empty wastebaskets and transport recycling and waste to disposal areas
- Replenish supplies such as drinking cups, linens, writing supplies, and bathroom items
- Maintain daily communication with SHC supervising staff
- Ensure that all used linens and towels are organized properly for the laundry service pick up
- Restock storage rooms with clean laundry when it is returned
- Organize linens into packages for easy distribution to guest rooms
- Make sure storage and staging rooms are organized and secure
- Assist with checking guest occupancy and verifying that rooms have been vacated
- Visually inspect each room before any cleaning or organizing
- Report requests for maintenance work to the Customer Service desk
- Follow planogram and inventory guidelines for meeting rooms
- Keep storage areas and cleaning carts well-stocked, clean, and tidy
- Remove trash and unwanted items from hallways and areas around buildings
- Replace burnt out light bulbs
- Prepare carts and cleaning baskets for the next shift or next day before clocking out
- Move and arrange furniture and turn mattresses, when necessary
- Report damage, theft, and found items to supervisors
- Check and respond to texts and phone calls on the SHC-provided cell phone as quickly as possible
- Run errands such as taking laundry to and from the laundry vendor
- Follow procedures for the use of chemical cleaners and equipment
- Monitor building security and safety by performing such tasks as ensuring doors are not propped open or unlocked after operating hours
- Notify supervisor of needed supplies and equipment for cleaning and maintenance duties
- Set up, arrange, and remove decorations, tables, chairs, and ladders to prepare facilities for events
- Complete other duties as assigned

Qualifications:

- 1-year janitorial or cleaning experience
- Ability to interact well with people of diverse ages and backgrounds
- Self-motivated, accountable, ability to take initiative
- Attention to detail, organized
- Must be able to lift up to 60 lbs. and work at a very fast pace each shift
- Must have effective communication and computer skills
- Be able to work including, standing, walking, and lifting position for long shift (up to 8 hours)

Preferred Qualifications
- Experience with room cleaning and light maintenance
- Experience with Google docs