



JOB DESCRIPTION

JOB TITLE : Housekeeper

RESPONSIBLE TO : Sites Supervisor

A. JOB PURPOSE

To provide support for achieving the following strategic outcomes:

- i. Societal appreciation for heritage and support for its conservation;
 - ii. Conservation and sustainable use of built heritage and natural sites in their landscapes; and
 - iii. The Trust: recognised and effective champion of Saint Lucia's heritage.
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B. DUTIES

- i. Clean and maintain Trust facilities and amenities in accordance with Trust's Procedures;
- ii. Properly clean Trust sites, facilities and amenities before, during and after activities and events;
- iii. Ensure all applicable Trust safety guidelines and procedures are followed while undertaking duties;
- iv. Properly clean and maintain all assigned tools;
- v. Provide quality and friendly customer service;
- vi. Explain Trust rules and regulations, respond to customer queries and provide directions regarding the use of Trust facilities;
- vii. Ensure customer safety and compliance at assigned locations in keeping with Trust procedures and Health and Safety protocols;
- viii. Assist your supervisor in maintaining an inventory of supplies;
- ix. Ensure that unauthorized persons do not have access to housekeeping supplies;
- x. Assist Grounds Staff and Rangers in ensuring that Trust sites are clean and garbage is disposed in accordance with Trust Health and Safety protocols;
- xi. Promptly report and document any accidents and incidents including near-misses that occur while on duty;
- xii. Promptly report any damage to the Trust facilities and general landscape to your supervisor;

- xiii. Make recommendations for improvement of the operations of the Trust in general and in particular areas of direct responsibility;
- xiv. Assist with promoting Trust membership and
- xv. Carry out any other related duties that may be reasonably assigned by your Supervisor.

C. KNOWLEDGE, SKILLS & ABILITIES

- Physically fit and able to carry out 3 - 4 hours of continuous physical activity including outdoors;
- Must possess writing, communications and interpersonal skills.

D. CORE COMPETENCIES

- Highly organized and demonstrates the ability to work effectively with people;
- Attention to detail;
- Ability to work in team and independently with minimum supervision;
- Ability to multi-task and work under pressure; and
- Ability to function efficiently with minimum supervision.

E. QUALIFICATIONS & EXPERIENCE

- At least 3 years' relevant experience in a similar position within the hotel and tourism industry.