

DWV Housekeeping Team Member/w vehicle

Job Title

Dollywood Vacations

Division

LB111S/Y

Job Class

1 S and Y

Grade

Quality Control Supervisor

Reports to

10-20-11

Date

**DOLLYWOOD
POSITION DESCRIPTION**

I. Job Duties Position Exists to Perform

1. Responsible for performing a wide variety of housekeeping duties for the cabins and grounds while following proper housekeeping procedures and techniques and adhering to very high standards for overall cleanliness and appearance of cabins
2. Duties include sweeping, wiping, dusting, waxing, vacuuming, scrubbing, polishing, washing windows, laundry, and emptying trash
3. Maintain records of work completed
4. Work in teams of two or three to complete assigned work within designated time frame
5. Communicate to maintenance team and quality control supervisor
6. Provide housekeeping support for programs and special events, including set-up, breakdown and proper handling and storage of banquet furniture
7. Management reserves the right to change and/or add to these duties

II. Education/Experience/Skill Requirements

1. Work experience that demonstrates successful execution of similar duties and responsibilities in a commercial/industrial environment
2. Education equivalent to the 12th grade level preferred
3. Must provide reliable transportation and must use own vehicle for work
4. Ability to speak and write English, ability to understand and follow written or oral instructions and communicate effectively with other employees and visitors
5. Must have valid driver's license and proof of insurance.
6. Able to work and drive at high altitudes.
7. Employees who start after 8/1/09 must be 18.
8. Must pass background check.

III. Personality/Attitude Requirements

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Highly motivated, self-starter
3. Ability to work effectively with others
4. Must be able to prioritize and complete work assignments on a timely basis
5. Must maintain strict confidentiality and judgment regarding privileged information

6. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed
7. Must be willing to constantly improve
8. Must promote a “team” work environment by cooperating and helping co-workers
9. Ability to work effectively with minimal supervision
10. Punctual, conscientious, friendly, outgoing, polite, courteous, thoughtful of others
11. Good personal hygiene, well groomed
12. Willingness to accept changes in a positive manner
13. Must show appreciation to others
14. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
15. Ability to work well in a hectic, fast paced environment
16. Flexible and willing to take initiative in identifying and performing work that needs to be done
17. Openness to new ideas and willingness to learn new technology
18. Ability to maintain required attendance

IV. Essential Functions Absolutely Necessary to Perform Job Duties

1. Ability to perform tasks requiring continuous walking, standing, stooping, bending, lifting, kneeling, crawling, pushing, reaching, carrying, moving objects, and climbing short ladders
2. Ability to lift, push, pull, and move up to 50 pounds
3. Possesses manual dexterity
4. Ability to hear, listen, speak, smell and see, must possess depth perception and color vision
5. Ability to tolerate a year round outdoor environment, with temperatures from 0 to 110 degrees
6. Ability to withstand exposure to cleaning chemicals
7. Ability to complete tasks in a timely manner
8. Ability to maintain dependable work attendance and flexibility with work schedules to include any required overtime.
9. Ability to work with others in a friendly, positive manner
10. Ability to work evenings, weekends, and holidays
11. Ability to operate power machines to clean, wash, shampoo carpet, strip wax, and buff floors
12. Ability to properly use small hand tools and equipment and a variety of cleaning solutions
13. Ability to drive a car or truck
14. Ability to learn and remember instructions.
15. Ability to make good decisions.
16. Ability to tolerate heights.
17. Able to work and drive at high elevations.
18. Able to maintain a valid driver’s license and proof of insurance.
19. Able to perform other duties as assigned.