



Vacancy Announcement

Title: Guest Room Attendant

Reports To: Executive Housekeeper

Location: Yreka, CA

Salary: \$17.00 - \$21.00 per hour, (DOE)

Classification: Full-time, Non-exempt

Summary:

The Guest Room Attendant at Rain Rock Casino Resort Hotel plays a crucial role in ensuring a clean, comfortable, and welcoming environment for all guests. This position involves cleaning and maintaining guest rooms and public areas, ensuring that all spaces meet the high standards of cleanliness and quality expected by the resort. Responsibilities include making beds, replenishing linens and amenities, vacuuming, dusting, and ensuring that all rooms are properly stocked and in excellent condition. The Guest Room Attendant also collaborates with other hotel departments to provide exceptional service, handle guest requests promptly, and maintain a positive, professional demeanor. Attention to detail, reliability, and a commitment to guest satisfaction are essential for success in this role.

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. Perform cleaning tasks in guest rooms and public areas in accordance with established standards, including vacuuming, dusting, making beds, cleaning bathrooms (tub, sink, toilet, and tiles), washing windows, and emptying wastebaskets. Ensure all areas are sanitized, organized, and welcoming.
2. Restock bathroom amenities, including towels, soap, shampoo, and drinking glasses. Maintain an ample supply of linens and cleaning materials on the housekeeping cart.
3. Move furniture, straighten beds, tables, curtains, and bedspreads. Organize guest belongings as necessary to present a clean and orderly room.
4. Sweep, scrub, polish, and dust floors, fixtures, and furniture. Clean carpets, rugs, upholstered furniture, and draperies to maintain a fresh and tidy appearance.
5. Empty wastebaskets, sanitary disposals, and transport trash and waste to designated disposal areas.

6. Report maintenance issues, such as broken equipment, lights, or furniture, to the Executive Housekeeper, Housekeeping Inspector, and Facilities Department. Notify the Facilities Department for exterior area cleaning as needed.
7. Adhere to all safety and security procedures, maintaining cleanliness and ensuring a safe environment for both guests and staff.
8. Perform all duties in a manner that aligns with the guest service standards and principles of Rain Rock Casino Resort Hotel, delivering exceptional service to guests.
9. Check rooms for smoke odors and use appropriate cleaning equipment to remove odors, ensuring a fresh environment for guests.
10. Report all personal items left behind by guests in accordance with the hotel's lost and found policies and procedures.
11. Maintain an accurate room attendant list and notify the Front Desk of early/late departing guests and occupied/unoccupied rooms.
12. Maintain a polite and professional demeanor at all times, reflecting the values and mission of Rain Rock Casino Resort Hotel.
13. Be available to work all shifts, including overtime, as needed by business demands.
14. Collaborate effectively with other departments to ensure smooth operations and communication.
15. 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. Non-supervisory position.

Minimum Requirements:

1. Must be 18 years of age.
2. High School diploma or GED (preferred).
3. Ability to apply common sense understanding to carry out simple one- or two-step directions.
4. Ability to write simple correspondence and fill forms.
5. Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
6. Strong work ethic with a hands-on approach.

7. Highly motivated, energetic, and quality oriented.
8. Ability to effectively communicate with guests and team members in a positive manner is required.
9. Excellent attention to detail.
10. Good time management, organizational and interpersonal skills.
11. Ability to remain calm and poised under pressure.
12. Ability to effectively prioritize and execute tasks in a high-pressure environment.
13. Extensive experience working in a team-oriented, collaborative environment.
14. Willing to participate in training as recommended or required.
15. 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.
16. Must have employment eligibility in the U.S.
17. Must adhere to confidentiality policy.
18. 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