|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Job Title:** House Person | | |  | **Business Area** | Resort Operations | **Dept./Function** BMO - Housekeeping |
| **U.S. (FLSA)** Non-Exempt | | **International** Hourly |  | **Work Location Type** | Resort/Property | **Work Location**  Canada |
| **Management Level** | Non-Manager | |  | **Reports to Title** | Room Quality Manager | |
| **Direct Reports** YesNo | | |  | **Date Written/Revised** | 2/28/2025 | |

**Job Summary:**

|  |
| --- |
| Under general supervision, the House Person performs guests service needs, suite inspections, linen delivery and stocking, trash pick-up, guest room deliveries and cleaning tasks in public areas and other locations assigned in accordance with Company policies and procedures, federal, provincial, and local authority guidelines ensuring a clean, sanitary and inviting resort for all guests |

**Essential Job Functions:**

|  |
| --- |
| * Represents Hilton Grand Vacations in a professional manner at all times. * Does a thorough job at pre-arrival inspections on suites to ensure Members and Guests receive the highest quality suites possible. * Assists with carpet cleaning and deep cleaning of suites, as assigned. * Maintains stock of laundry and storage areas; organized and clean. * Assists with Pool & Hot Tub Maintenance as required. * Provides assistance to guest requests or concerns, may require escalation to management. * Completes all in-house laundry for the resort to include stock, deliver and gathering of linens. * Assists in maintaining a safe work environment for all team members and guests through visual inspection of common area(s) during shift. * Reports all maintenance deficiencies to the Engineering department providing work order submitted into the Synergy system.  Written work orders where Synergy is unavailable. * Maintains daily log of duties performed during the course of each shift. * Provides assistance with minor maintenance repairs * Assists with snow clearing as weather dictates * Delivers items as required to guest suite per QA (Quality Assurance) standards. * Picks up trash and ensures receptacles are clean at all times. * Provides assistance as required to all members, owners and guests per QA standards. * Cleans rooms on occasion when business volumes dictate. * Adheres to Company standards and maintains compliance with all policies and procedures. * Consistently practices and maintains the highest standards of professionalism when interacting with fellow team members, management, owners, members and prospects. * Embodies the Hilton Grand Vacations Values of Hospitality, Integrity, Leadership, Teamwork & Ownership. * Completes all required Company training/compliance courses as assigned. * Adheres to Company standards and maintains compliance with all policies and procedures. * Performs other related duties as assigned. |

**Knowledge, Skills, and Abilities:**

|  |
| --- |
| To fulfill this role successfully, the individual should possess the following qualifications, knowledge, skills, abilities, and experience:   * Excellent customer service skills. * Ability to take initiative and effectively adapt to changes. * Recognizes an emergency situation and takes appropriate action. * Able to establish and maintain a cooperative working relation. * Able to use sound judgment; work independently, with minimal supervision. * Able to perform a variety of duties, often changing from one task to another of a different nature, with impending deadlines and/or established timeframes. * Performs well with frequent interruptions and/or distractions. * The ability to consistently demonstrate and maintain the highest standards of professionalism when interacting with team members, management, members, owners, and guests.       In addition, the following qualifications, knowledge, skills, abilities, and experience are preferred:     * Extremely detail oriented and highly organized * Ability to adapt to sudden changes and work in a fast-paced environment * Able to work a flexible schedule including evenings, weekends and holidays * Able to work comfortably with MS Office & Outlook * Physically able to perform duties of the role * First Aid and CPR certificate is an asset |

|  | *Required Qualifications* | *Preferred Qualifications* |
| --- | --- | --- |
| Education | High school diploma or equivalent | High school diploma or equivalent |
| License/Certificates | N/A | N/A |
| Years of related experience | Less than 1 year | 1-3 |
| Years of management or supervisory experience | N/A | N/A |
| Management or supervisory experience level | N/A | N/A |
| Travel Requirements | No travel required | No travel required |

| Core Competency | Core Competency Description | Required Focus |
| --- | --- | --- |
| Customer Focus: | Anticipates customer needs and thinks about how work impacts customers – both internal and external. | Leading Yourself |
| Collaborate: | Includes other people in the process of creating wins. | Leading Yourself |
| Action Oriented: | Takes the right steps at the right pace to produce the right results. | Leading Yourself |
| Instills Trust: | Builds confidence in self and others with honest and dependable interactions. | Leading Yourself |

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

| Physical Activity | Frequency |  | Physical Activity | Frequency |
| --- | --- | --- | --- | --- |
| Standing | Constant |  | Near Vision | Frequent |
| Sitting | Occasional |  | Far Vision | Frequent |
| Walking, Climbing Stairs | Frequent |  | Hearing | Frequent |
| Crouching, Bending, Stooping | Frequent |  | Talking | Constant |
| Reaching/Grasping | Occasional |  | Smelling | Frequent |
| Pushing/Pulling | Occasional |  | Lifting/Carrying | Frequent |
| Repetitive Motion | Occasional |  | Kneeling/Crawling | Occasional |

*This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of Team Members in this classification. The duties described are not to be interpreted as being all-inclusive to any specific Team Member. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified Team Members can perform the essential functions of the job.* ***In the U.S.****, nothing in this job description changes the at-will employment relationship existing between the Company and the Team Member.*