

NORTHWEST MARITIME CENTER

Port Townsend, Washington



JOB DESCRIPTION: Housekeeper

The Housekeeper will ensure a pleasant and welcoming experience for all Swan Hotel guests by maintaining a high standard of cleanliness within rooms and common areas as well as providing excellent guest service.

PRIMARY RESPONSIBILITIES:

- Ensure cleanliness, tidiness, and hygiene standards are met within all guest rooms and common areas
- Identify room assignments and the type of cleaning required for each room
- Welcome and acknowledge guests, respond to complaints and special requests with professionalism and patience
- Perform a variety of cleaning activities including sweeping, mopping, dusting, and polishing
- Process laundry
- Check stocking levels of all consumables and replace when appropriate
- Participate in large cleaning projects as needed
- Notify supervisors regarding any damages, deficits, safety hazards, or incidents
- Other duties as assigned

GENERAL OPERATIONS

While this position's primary responsibility is in providing a clean guest experience, the Housekeeper will work as part of the NWMC team to ensure smooth operations for the organization as a whole. This could include providing information to visitors to the Maritime Center and helping out in projects and events that require all-hands-on-deck, to helping tie up a vessel coming into our dock because you happen to be standing there. We all pitch in for the heavy lifting now and then—sometimes this is metaphoric; occasionally we all have to actually help lift something heavy.

MINIMUM QUALIFICATIONS

- Proven work experience as a housekeeper or related position
- Excellent customer service and communication skills
- Responsible, detail-oriented, proactive, and have the ability to represent the Swan Hotel and NWMC in a friendly and enthusiastic manner
- Integrity and ability to work independently, as well as a part of a team
- Stamina to handle the physical demands of the job, including lifting a minimum of 25 pounds, and the ability to operate all necessary equipment

HELPFUL QUALIFICATIONS

- Available to work a flexible schedule, including weekends and holidays
- CPR and/or First Aid Certification
- Knowledge of cleaning chemicals and supplies
- Familiarity with Material Safety Data Sheets



431 Water Street
Port Townsend, WA 98368
nwmaritime.org | 360.385.3628

Housekeeper

Submit resume to apply@nwmaritime.org. Include "Housekeeper" in the subject line.

Position is part-time, seasonal, 15-25 hours/week depending on business levels

Offices are located at 431 Water St., Port Townsend, WA 98368

Swan Hotel is located at 222 Monroe St., Port Townsend

COVID-19 Precautions: Following all federal, state, and local health guidelines and all staff are strongly encouraged to be fully vaccinated against COVID-19

Reports to: Housekeeping Coordinator

Wage: starting at \$16 per hour, non-exempt

WHY YOU WANT TO WORK HERE

There are rare moments when organizations have the combination of a talented and motivated staff, an engaged board, a healthy and productive work culture, are executing well on existing programs but still innovating and looking for the next step—we're in that moment, and it's exciting.

The pandemic had significant impacts on our organization and our ability to serve our community—just as it affected other organizations. We shifted activities and made some hard choices but did so to preserve the resources that are enabling us to rebuild as we return to normal service levels.

We are now on a path growing beyond our pre-pandemic size. The work of our board and our team is key to that growth and rebuilding, and we want you if you have the skills to help the team succeed and are excited to be part of the team that is using this moment to not just survive, but scale.

The NWMC is dynamic, making a difference in our community, and taking an increasing role in the region. We serve individual students and program participants, but we also work to help solve community problems like systemic improvements in our public schools, economic development, job training, and working regionally to pair the opportunities in the maritime industry with the need to address systemic oppression in communities of color. Plus, all of the fun stuff like kids' programs, festivals, and adventure races. Our waterfront campus is vibrant with a multitude of compelling activities, and all of them done to meet or advance industry best practices. In the words of a board member: "We don't do B work."

On top of it all, you'd get to work on the water in Port Townsend: natural beauty, heritage buildings, arts community, wooden boats, zero traffic jams. The Northwest Maritime Center's relative scale to our small town means that the effects of our success can be observed in the success of our community. You'll be doing meaningful work for the place you live and your efforts will make a tangible difference.

Right team, right moment, the right momentum, and the chance to move the needle for the prosperity of an entire community: That's why we get excited to come to work in the morning, and that's why we think you should want to be here too.

The Northwest Maritime Center is an equal opportunity employer that welcomes and encourages individuals of all cultures and communities to apply.



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