



Job Title: Housekeeper
Department: Guest Services
Reports To: Guest Services Supervisor
FLSA Status: Non-exempt; Full time
Last Revised: April 2021

White Oak conserves and sustains some of the earth's rarest species through sustainable conservation breeding, education, and responsible land stewardship. The conservation programs span 700 acres along the Saint Marys River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands that make up the beautiful White Oak property. White Oak serves as a premier hub offering adults and students the opportunity to experience wildlife conservation first-hand through professional training programs and immersive conservation experiences.

White Oak Mission:

Save endangered wildlife and habitats through sustainable conservation breeding, education, and responsible land stewardship.

Position Purpose

To provide superlative service to White Oak Conservation guests and co-workers in performing all housekeeping duties.

Essential Responsibilities

The essential duties and responsibilities of this position include the following. Other duties may be assigned.

- Ensure guests receive the finest personal service while providing a positive, professional attitude and appearance.
- Maintain cleanliness and quality standards of guest lodges and cottages, public spaces, restrooms, and banquet/meeting/conference rooms.
- Follow and complete detailed working sheets assigned for that day.
- Ensure the required standard of cleanliness and maintenance of all cottages/houses, common areas, laundry room, staircases, public and back of the house areas are always maintained.
- Ensure maximum efficiency of performance and optimum utilization of resources.
- Work closely with the Team, Supervisors, Maintenance and Conference & Events Coordinator to ensure all tasks are completed effectively, efficiently and to the required standards.
- Maintain the specified linen, cleaning materials, and guest supply stock in designated areas always, ensuring that linen is in good condition, correctly pressed and stain free.
- Ensure all cleaning and maintenance duties have been completed to the required standard before guests occupy the cottage/house.
- Ensure that lost property is immediately turned in to the Conference & Events Coordinator to accurately handle any inquiries.
- Report, record and follow up on concerns regarding maintenance faults on all cottages/houses to ensure that occupied and unoccupied rooms are fully cleaned and functional, including recommending repairs and replacements to the Guest Services Supervisor and Senior Housekeeper.
- Complete any special assignments as directed by the Guest Services Supervisor and Senior Housekeeper.

Qualifications:

- High School Diploma or equivalent required.
- Housekeeping and customer service experience required.
- Must have attention to detail.
- Ability to work independently with minimal supervision. Ability to understand and follow oral and written directions. Ability to communicate effectively both orally and in writing. Ability to work extended hours, weekends, and holidays. Florida or Georgia Driver's license required.
- Must pass pre-employment drug test and may be asked to complete background check.

Special Working Conditions:*Physical Demands:*

- Standing and walking for extended periods of time. Occasional bending, kneeling, or crouching.
- Reaching overhead, above the shoulders and horizontally.
- Lifting, carrying, pushing, and pulling object(s) weighing up to 50 pounds.

Environment:

- Indoor/outdoor environment subject to changing conditions and temperatures exceeding 90 degrees at times.
- Changing priorities and interruptions.

Why White Oak?

- Opportunity to work in a beautiful, one-of-a-kind place with access to White Oak amenities.
- Competitive salary.
- Three health plan options to meet you and your family's needs.
- Affordable Dental and Vision coverage.
- 100% company-paid Life, Short-term, and Long-term Disability.
- 401(k) retirement plan with a company matching contribution.

To Apply:

Please submit as an email attachment in **ONE** document: cover letter, resume/CV and three professional reference's contact information to careers@white-oak.org or apply through Indeed.com with the subject line 'Housekeeper' and the file name: YOURLASTNAME_Housekeeper_2021. Only electronic submissions as a .doc, .docx, or .pdf formats will be considered. Applicants will be considered until the appropriate candidate has been identified.