

**POSITION DESCRIPTION**

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**JOB TITLE:** Maintenance Person/House Attendant (Full-Time)

**DEPARTMENT:** Hotel Maintenance

**REPORTS TO:** Hotel Manager

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**ESSENTIAL PURPOSE:** To ensure luxury resort standards of safety, function, and aesthetic appeal for all resort buildings, furnishings, and equipment.

**ESSENTIAL DUTIES:**

- To satisfactorily perform, as directed, routine preventive maintenance and repairs in rooms and public areas, including minor electrical, roofing, plumbing, and A/C services.
- To satisfactorily perform, as directed, routine maintenance and repairs of operational equipment, including water features.
- To satisfactorily perform routine cleaning tasks in public areas, including vacuuming, mopping, sweeping, dusting, and glass cleaning.
- To promptly respond to service requests from guests and fellow employees.
- To communicate all guest requests to an appropriate supervisor in a timely and professional manner.
- To provide Room Attendants with all necessary room and cleaning supplies.
- To remove and handle, as directed, soiled linen and trash from Room Attendants' carts.
- To perform support services in rooms as directed, including carpet spotting, mattress turning, furniture moving, window washing, and detail/deep cleaning not normally performed by Room Attendants.
- To assist other Housekeeping staff, as directed, to complete their work.
- To maintain cleanliness, order, and inventory of storage and linen closets, and promptly report any deficiencies or problems.

- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- To handle, store, and label all hazardous substances according to state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** Able to read, speak, and write English, and to follow simple verbal directions. Able to perform simple calculations, using basic eighth grade arithmetic. Experienced with typical hand and power tools used to perform assigned duties. Must have general knowledge of building construction and materials. Must be able to distinguish colors. Valid California driver's license required. Proof of personal automobile insurance coverage required. Hotel experience preferred.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING CONDITIONS:** Indoors: Works in every area of the house and property. Outdoors: Exposed to weather conditions while performing tasks. Exposed to hazardous substances and fumes. Exposed to noise of power-driven machinery. Bi-level structures. Extensive property. Works in confined, difficult to access areas.

**PHYSICAL DEMANDS:** Stands/walks approximately 85% of shift. Sits/drives approximately 15% of shift. Strength, flexibility, and good reflexes needed to operate staging and mechanized material moving devices, and to operate power-driven machinery. Must be able to work at extreme heights, up to 40 feet. Regularly required to handle and move objects weighing up to 80 lbs. over short distances. Frequent use of stairs, daily.

**IMPACT OF DECISION:** Decisions directly impact guest service and hotel condition and appearance. Poor decisions may result in guest dissatisfaction and lost revenues due to lack of follow through, unprofessionally executed work, or unsafe work practices.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_