



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Service Specialist
Department: Housekeeping/Lodge
Reports to: Shift Lead/ Lead Supervisor
Pay Grade: NE3
Position Type: Non-key

Basic purpose or function: The Service Specialist Team Member for the Sevenwinds Casino, Lodge & Conference Center will be responsible for ensuring the highest standard of cleanliness, sanitation and safety as set by our establishment and are carried out within the timeframes of their shift at their assigned designated area. The Service Specialist Team Member will be expected to assist on the Gaming floor as well as in the Lodge as assigned and/ or scheduled.

Job Responsibilities on the Gaming Floor:

- Ensure all areas assigned are properly maintained.
- Maintain communication with shift leads.
- Maintain security and safety standards of the Sevenwinds Casino, Lodge & Conference Center regarding the proper usage of equipment and chemicals. Also be aware of any and all incidents and safety hazards that occur and immediately report to your shift Lead and/ or MOD.
- Must have or obtain knowledge of MSDS and the proper use of chemicals and use care according to the label and standards of the Sevenwinds Casino, Lodge & Conference Center.
- Remain alert, courteous, professional and helpful to Team Members, Guests and vendors at all times.
- Must maintain appearance standards; proper uniform or dress as prescribed, shoes and personal hygiene are consistent and appropriate within the standards set by the Sevenwinds Casino, Lodge & Conference Center.
- Performs other duties as assigned

Job Responsibilities in the Lodge:

- Stock carts and prepares cleaning supplies before and after cleaning assignments while keeping carts orderly throughout the shift.
- Clean rooms within the allotted timeframe, minimum of twelve (12) to eighteen (18) rooms per shift.
- Change beds daily in both stay over and check-out rooms unless explicitly requested not to do so by the guest at which time this information is to be given to the Shift Lead for verification of this request.
- Replace any other soiled bed items such as blankets, spreads, pillows, etc.
- Thoroughly clean and sanitize all bathroom surfaces ensuring there are absolutely no hair of any kind or type and/ or dust particles. Pay close attention to avoid cross contamination by using only approved cleaning/sanitation chemicals and methods.
- Clean all other room surfaces including desks, credenzas, tables, night stands, mirrors, windows, ledges, headboards, AC units, etc. with the appropriate cleaning supplies.
- Vacuum all carpeted areas from wall to wall and adjacent to furniture.
- Replace missing or used items in room including contents of informational folders, note pads, pens, ice bucket liners, plastic ware, reading material, etc. Always check to ensure TV's, phones and all light fixtures are working properly.
- Report broken or damaged items to the shift lead that may include frayed electrical cords, broken furniture, torn wallpaper, ripped bed spreads, damaged curtains, leaky plumbing or any other items which diminishes the appearance and value of the room.
- Dispose of trash and deliver used linens to the laundry room when carts are full if the public space cleaner is unavailable for assistance.
- Maintain carts and cleaning supplies in a neat and orderly manner.
- Return to rooms to correct omissions that have been found by the shift lead or designee.
- Exercise absolute confidentiality when cleaning stay over rooms.

- Report any suspicious or illegal behavior to management immediately.
- Ensure cleaning carts are in front of lodge rooms when cleaning. When on break, carts are to be placed in next vacant room.
- Enter Code on Lodge phone and secure door when done cleaning room.
- Ensure windows are locked in lodge room when done cleaning room.
- Ensure the security of passkeys.
- Provide assistance to other service specialist team members when required.
- Maybe asked to help in laundry, public areas and on the gaming floor.
- Communicate through the two way radio with the shift lead and front desk on cleaning times beginning and ending times of each room.
- Notify the shift lead before leaving your shift.
- Perform other duties as assigned.

Minimum Qualifications:

- Must be at least 18 years of age.
- Must have High school diploma, HSED, GED, or equivalent; or in the process of receiving one.
- Must have a good sense of responsibility, and be self-motivated.
- Must be able to lift fifty (50) pounds, stand and bend one hundred (100%) percent of the time.
- Must be able to work a flexible schedule.
- Ability to follow direction well.
- Must possess a pleasant, helpful attitude towards guest, team members, vendors and management.
- Requires stamina to perform repetitive movement.

Native American preference applies to all candidates for this position.