

Nestled in Edmonton's scenic river valley, Fort Edmonton Park is a place where moments are waiting to be lived, senses come alive, and the possibilities are endless. Fort Edmonton Park (FEP) is an interactive living history museum filled with historic buildings and artifacts showcasing Edmonton stories. Our audience will include Edmonton locals, students, families and guests from all over the world.

The Fort Edmonton Park Hospitality Department is seeking reliable team members to join their team temporarily for the month of October during the busy and very popular DARK Halloween festival.

Are you well organized and able to multi-task priorities and passionate about providing exceptional cleaning services? We have a position for you!

As a Contract Hospitality Housekeeper, you will report to the Hospitality Assistant Manager and will perform cleaning activities within well established guidelines and assigned areas during our busy October season. You will be responsible for obtaining a list of vacant rooms which need to be cleaned immediately in order to prepare work assignments. In this position, you must provide clean, sanitary, comfortable, orderly and satisfying surroundings for the guests. You will be responsible for maximizing guest satisfaction while following the required procedures for handling, cleaning, disposing, or moving of objects/materials in accordance with best practice. The role also requires Saturday and Sunday availability from 10:00am-5:00pm.

Main Duties and Responsibilities:

- Follow the cleaning schedule (daily, weekly, monthly, etc.,) as outlined for the housekeeping department;
- Clean assigned public areas and private guest rooms; furnishings, fixtures, and structures (including but not limited to: floors, carpets, walls, doors, windows, furniture, mirrors, washrooms, etc), according to established housekeeping procedures;
- Spot clean on a regular basis as needed;
- Replenish all guest room supplies;
- Perform urgent housekeeping when accidents occur;
- Empty and clean all garbage, recycle and wastebaskets;
- Perform terminal cleaning duties according to established process when rooms are vacated and prepare room for new occupant;
- Report observations concerning structural, equipment wear, defects, malfunctioning equipment and general repairs immediately to supervisor (includes but not limited to: leaky faucets or toilets, loose tiles, broken window panes, missing nuts or screws, beds needing repair, wall repair, etc)
- Report supply and equipment needs to Hospitality Lead for replenishing;
- Maintain equipment used in performing duties;
- Operate various mechanized cleaning equipment, such as vacuums, polishers, buffers, etc.;
- Maintain facility in a sanitary and infection-free condition through washing, disinfecting, general cleaning and replacement of equipment and furnishings;
- Must handle various cleaning solvents, chemicals, etc. Must comply with all regulations such as WHMIS;
- Develop and promote a deep understanding of Fort Edmonton Park, it's programs and services;
- Understand and celebrate property promotions, special events and employee events, by communicating them to employees in an effort to pique interest and encourage participation;

- Identify and provide assistance to all guests and employees in need in a timely and efficient manner;
- Work in partnership with other Fort Edmonton Park departments to quickly and efficiently resolve guest concerns;
- Consistently practices guest and associate safety, upholding FEMCO's health and safety policy;
- Documents and reports all safety incidents in a timely manner;
- Maintain confidentiality of proprietary information including guest privacy and security;
- Performs other duties as required or deemed necessary to provide superior customer service and an outstanding guest experience;
- Other duties as required

Qualifications:

- High School Diploma or equivalent or any satisfactory combination of education, training, experience, or abilities in a related field required;
- Knowledge of safety when working with cleaning supplies and asset;
- Conversational level English language both written and spoken required;
- Previous customer service experience is an asset;
- Have or willing to obtain WHIMIS certificate;
- Basic computer skills for tasks such as checking email, timecards and training;
- Ability to manage time while following a schedule; and
- Ability to work alone and as part of a team.

Working Conditions:

- Availability to work Saturdays and Sundays during the month of October from 10:00 am - 5:00 pm.
- Moderately physical position
- Primarily an indoor position working in all weather conditions with frequent walking, standing, climbing up and down stairs and occasionally across distances between buildings; with frequent pushing, pulling, crouching, bending and lifting up to 15lbs at waist height;
- May be exposed to chemicals/smells/elements/noise/temperature etc.;
- Required to wear appropriate PPE such as closed toed shoes, gloves, masks, safety vest etc.;
- Exposure to or in contact with common allergens such as but not limited too hay, straw, fur, pollen, dust, peanuts/nuts, bee/wasp stings while on site;
- Working in a busy office environment with frequent interruptions;
- Manual dexterity required to use desktop computer and peripherals;
- Alternate or extended shift hours and/or overtime may be required for this position on an occasional basis, primarily during the Park's operational summer season;
- Ability to attend meetings and training;
- Exposure to noisy, dirty/dusty, and potentially dangerous conditions;
- May be called upon to assist with procedures during an onsite emergency;
- Required to wear a uniform and/or clothing within hospitality guidelines;
- Must be legally entitled to work in Canada for any employer;
- Media consent form required in accordance with FEMCo policy as this role may participate in media events as required;
- Candidates will be required to have their own transportation as the Park has non standard working hours and often operates outside of public transportation hours

- A criminal record check or criminal record check with vulnerable sector completed may be required for any newly hired employees to FEMCo
- All newly hired employees must be eligible to work in Canada for any employer

Interested applicants are invited to forward their cover letter and resume to the Hiring Manager, Hailey Miller, at hailey.miller@edmonton.ca.

We are an equal opportunity employer and we encourage all qualified individuals to apply. We thank all applicants for their interest in this opportunity, however, only those candidates being considered for the position will be contacted.