



Job Title: Housekeeper

Department: Guest Services

Reports To: Lead Housekeeper

FLSA Status: Non-Exempt; Full time

Last Revised: December 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 St. Mary's 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.

Responsibilities and Tasks

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, public spaces, restrooms, and banquet/meeting/conference rooms.

Primary Housekeeping Duties:

- Follow and complete detailed working sheets assigned for that day.
- Ensure the required standard of cleanliness and maintenance of all lodges, common areas, laundry room, staircases, public and back of the house area is always maintained.
- Ensure maximum efficiency of performance and optimum utilization of resources.
- Collaborate closely with the Team, Supervisors, Maintenance and Conference & Events Coordinator to ensure all tasks are completed effectively, on time and to the required standards.
- Maintaining the specified linen, cleaning materials, and guest supplies stock in designated areas always, ensuring that linen is in good condition, correctly pressed and stain free.
- Ensure all cleaning and maintenance duties are completed to required standards before guests can occupy the lodge.
- Ensure that lost property is immediately turned in to the Conference & Events Coordinator to accurately oversee any enquiries.
- Report, record and follow up maintenance faults on all lodges to ensure that occupied and unoccupied rooms are fully cleaned and functional, including recommending repairs and replacements to the Guest Services Manager and Lead Housekeeper.
- Complete any special assignments as directed by the Guest Services Manager and Lead Housekeeper.

Minimum Qualification Requirements

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.

Valid Driver's license required.

White requires all candidates to successfully complete a pre-employment drug screening and candidates may be asked to successfully complete a background screening.

Physical Demands and Working Conditions

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.

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

Changing priorities and interruptions.

White Oak Conservation is committed to creating an environment where diverse perspectives are welcome, and to nurturing a culture where everyone feels valued and appreciated. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity/expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state, or local law.