

Career Opportunity

Title	Custodial Supervisor - Evening
Wages	\$21 - \$23 / Hour (Competitive hourly wage, plus gratuities)
Job Types	Full Time / Permanent
Schedule	Shift (8 hour shifts, Evenings, Nights, Weekdays/Weekends as needed)
Department	Maintenance
Reports To	Maintenance Manager
Start Date	As soon as possible

Position Summary:

The Custodial Supervisor is responsible for overseeing and monitor the activities of the custodial staff to maintain the highest standard of cleanliness in the Resorts public facilities. This position prepares employee schedules, assigns daily work assignments and ensures cleanliness standards are achieved. Position pays a competitive hourly wage , enhanced with participation in a pooled gratuity program.

Key Accountabilities:

- Oversee the daily operations/execution of all custodial duties, ensuring the upkeep and cleanliness in all areas of the hotel, casino and common areas are up to standards and are delivered to the highest levels in accordance with Resort
- Delegate appropriate tasks and supervise staff shift workloads; step in as directed and required to act as custodial manager
- Establish a regular schedule of duties for staff and maintain supervision and assistance to all custodians as well as modify duties/tasks as needed.
- Provide instruction and coaching for staff members to increase cleanliness on the property. Ensure staff have the proper tools to complete their duties effectively and efficiently while ensuring service standards. Execution of new tasks and implementing regular training on machines chemicals etc.
- Effectively supports consistent cooperation and communication between Property maintenance, Hotel management and Casino Management
- Having knowledge on upcoming events and planning cleaning schedules accordingly with banquets to ensure customer satisfaction
- Support the creation of standard operating procedures (SOP's) for custodial duties.
- Train staff on SOP's and work with staff directly to improve the quality and efficiency of custodial duties.
- Mentor custodial staff in crossover duties with property maintenance.
- Provides input on employee performance to the Property Maintenance Manager
- Ensure every guest is handled with the highest level of professionalism delivering responsive, friendly, and courteous service; ensuring complaints are dealt with quickly and efficiently.
- Follow all Resort policies and procedures and ensure compliance with AHS Policies and Guidelines
- Assist with other initiatives or duties as required

Education and Quali fication Requirements:

- Grade 12 education or suitable combination of education and experience
- Excellent communication skills; both written and verbal
- Computer literacy in MS Office
- Minimum 2 years of experience in custodial / housekeeping services
- Minimum 2 years of managerial / supervisory experience
- First Nations experience an asset
- Other languages an asset
- ASIP, WHMIS and First Aid an asset
- Criminal Record Clearance mandatory
- Work Location: In person

Work Environment Considerations

Regular work environment, non-traditional work hours, standing for long periods of time, carrying, lifting, bending and stretching

Special Working Conditions

The Company is committed to sound internal control policies and practices. Every team member will follow the internal control practices required of their position and department. Every team member will follow and support the Core Values, Mission and Guiding Principles of the Stoney Nakoda Resort.

Compliance Requirements

- Every team member must comply with all requirements of the corporate policies
- Every team member will be familiarized with the business process documentation and internal control objectives related to their position, and how their job description aligns with specific internal control activities for which they are responsible.
- Adhering to all company and regulatory policies as they relate to functions of the position.

Licensing or Certification Requirements

For positions that require special certification, the appropriate level of certification will be maintained.

Benefits:

- Group Benefits including:
 - Dental care
 - Extended health care
 - Life Insurance
- On-site parking
- Flexible Schedule
- Staff Food Discount
- Tuition reimbursement

Please submit resume to:

By email at careers@stoneynakodaresort.com, in person at 888 Nakoda Way, Kananaskis, AB or check out our Website at <https://www.stoneynakodaresort.com/careers>