



## POSITION DESCRIPTION

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**POSITION:** Hotel Laundry Attendant  
**PROPERTY:** Misteqwa Casino Hotel  
**DEPARTMENT:** Misteqwa Hotel  
**REPORTS TO:** Housekeeping Supervisor

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### **POSITION SUMMARY**

Responsible for the complete upkeep and smooth functioning of the laundry department. The Hotel Laundry Attendant should possess knowledge of all equipment and how it operates. The position also works closely with housekeeping to ensure proper inventory levels are supplied to the floors in a timely and efficient manner.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)*

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Misteqwa Casino Hotel Team member Handbook.
- Must adhere to our SMILE service standards and Core Values by providing excellent guest service. Maintain a positive and productive attitude with guests as well as fellow team members.
- Formulates washing formula for stained loads and all other laundry products processed through the laundry area including food and beverage items.
- Sorts dirty linen by product type.
- Identifies worn and torn linen and keeps track of rag outs on a discard form.
- Participates in monthly linen inventory.
- Ensures the washing of linen is up to standard before placing into inventory.
- Communicates any maintenance and upkeep issues to appropriate person relating to all laundry equipment.
- Coordinates with the Maintenance Department any routine maintenance of the equipment or outstanding repairs.
- Suggests methods for increasing laundry efficiency.
- Organizes linen in such a way that it is sorted by type, loaded on carts and put up neatly on the linen storage racks.

- Multitasking with linen in various machines running at the same time with different products.
- Must be able to work shift work, holidays, weekends, and special events.
- Other duties as assigned.

### **GENERAL CONDITIONS**

Must have ability to:

- Communicate effectively with all levels of team members, guests, and outside contacts.
- Work effectively in a fast-paced environment.
- Move around all work areas effectively and efficiently.
- Able to work periodically under conditions of extreme urgency (creating higher levels of job stress).

### **JOB QUALIFICATIONS**

- Must be 18 years of age.
- High school diploma or (GED) preferred.
- Excellent guest service skills.
- Ability to be a team player.
- Ability to work independently and use good judgment.
- Proficiency with computers.
- Strong attention to detail and comfortable working with numbers.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the team member is regularly required to talk or hear. The team member is regularly required to stand or walk for long periods of time. The team member is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The team member is frequently required to lift and carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job.

While performing the duties of this job the noise level in the work environment is usually moderate to loud.

### **REGULATORY AND COMPLIANCE RESPONSIBILITIES**

In addition to the other duties described herein, every team member has the following responsibilities related to compliance with laws and regulations:

- Must be 18 years of age to obtain and maintain a License D with Spokane Tribal Gaming Commission.
- Attend required training sessions offered by the Casinos.
- Perform the duties described in compliance with local laws and regulations.
- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.
- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the team member's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.