

Housekeeper

At OPAL, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word IMPACT: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day-to-day work. What kind of IMPACT will you have as our Housekeeper?

YOUR ROLE

As the Housekeeper, you will bring your dedication and commitment to maintaining a clean and welcoming environment for our retirement community. Most importantly, you will perform a variety of cleaning tasks to ensure residents' comfort and satisfaction, including cleaning rooms and common areas, replenishing supplies, and following established health and safety standards.

YOUR ACCOUNTABILITIES

PM Shift Accountabilities

Public Areas Cleaning

- **Public Washrooms:**
 - Clean all 12 public washrooms at lobby level and basement area 3 times during your shift.
 - After cleaning, inspect toilet, walls, and floor around the toilet with UV light and re-clean as needed.
 - Sign off washroom check list.
- **Bistro and Library Area:**
 - Clean Bistro and Library area.
 - Sanitize chairs and tables, dust shelves, spot clean glass on the windows.
 - Clean armchairs and sofas, vacuum carpet daily.
- **Basement Areas:**
 - Clean theatre, business center, two game rooms, gym, beauty salon, movement studio, Intergenerational rooms, and hallway between them daily.
 - Clean basement game area daily, including tables and chairs beside ping pong tables.
 - Clean daily basement recreational lobby area by the elevators, including all 8 armchairs.
 - Clean massage room and wellness office daily.
 - Clean sauna benches and floor daily (use only damp cleaning cloth and floor mop, no chemicals).

- Vacuum all basement carpeted areas, including black walk-off mats towards parking exits daily.
- Clean floor hallway by the loading dock daily.
- Clean glass and windows and door frames at the basement level weekly; check and spot clean daily.
- Dry sweep and mop stairs and railing from basement to lobby area daily; clean glass weekly; check and spot clean daily.
- Clean glass on the fish tank weekly.
- Clean inside each elevator in all three buildings daily; spot clean elevator doors, frames, and call buttons daily.
- Mop or vacuum elevator floors in all seven elevators.
- Vacuum walk-off mats in/out by both Central building entrances.
- **Gym:**
 - Mop gym floor daily; spot check and clean gym glass and mirrors daily.
 - Shampoo black walk-off mats weekly.
 - Check and spot clean carpet as needed with carpet spotter.
- **Private Dining and Lobby Areas:**
 - Clean both private dining rooms daily, including vacuuming.
 - Vacuum lobby carpet by concierge daily.
 - Dry sweep and mop main level floor tiles daily, including coffee station by bistro, by both entrances, by concierge towards two big wooden tables in front of the display kitchen.

Staff Areas Cleaning

- **Staff Rooms:**
 - Clean staff locker room and staff lunchroom daily.
 - Clean staff lunchroom windows and window frames weekly.
 - Clean F&B office weekly.
 - Clean daily floor inside kitchen janitors' room and operations janitor.
 - Scrub floor with I-mop hallway between kitchen and kitchen staff washroom daily.
 - Scrub kitchen floor with I-mop after 9:00pm every Monday.
- **Laundry and Hydrotherapy:**
 - Wash and dry all housekeeping cleaning cloths and mops daily.
 - Clean laundry lint and laundry floor daily.
 - Clean two changing rooms at the hydrotherapy daily; mop hydrotherapy floor daily.
 - Restock paper supply and amenities in both janitor rooms as needed.

Miscellaneous Duties

- **Additional Tasks:**
 - Perform other duties assigned by your supervisor as needed.

Laundry Attendant Accountabilities

Laundry Duties

- **Kitchen and Dining Room Linens:**
 - Wash, dry, fold, and deliver kitchen cleaning cloths and kitchen uniforms according to the set programs.
 - Wash, dry, fold, and deliver dining room cleaning cloths according to the set programs.
 - Wash, dry, and iron table napkins according to the set programs; ensure table linen is ironed immediately after drying.
- **LCU Linen:**

- Separate, wash, dry, fold, and deliver LCU linen, following washer and dryer settings for each linen type.
- Ensure towels are washed separately from other bedding.
- Wash sheets and pillowcases together.
- Fold linen immediately after the dryer cycle finishes to avoid unnecessary wrinkles.
- **Housekeeping Cloths and Mops:**
 - Wash housekeeping cleaning cloths and flat mops at the end of the shift.
 - Ensure PM houseman dries housekeeping cleaning cloths and flat mops.
- **Shower Curtains:**
 - Wash and dry shower curtains separately on the delicate cycle.
 - Fold shower curtains immediately after the dryer cycle finishes.

Pool Towel Management

- **Hydro Pool Towels:**
 - Refill and pick up dirty towels from the hydro pool every two hours during the shift.

Equipment and Area Maintenance

- **Laundry Equipment:**
 - Clean laundry equipment inside and out daily.
 - Clean daily dryer lint.
- **Laundry Room:**
 - Mop laundry room floor daily.
 - Change and wash string mop daily.
 - Wash broom and lobby pan daily.

YOUR CAPABILITIES

Experience:

- Hotel / Retirement Residence Housekeeping experience for at least 2 years
- Experience within a high volume, quality and service delivery establishment

Skills:

- Excellent written and oral communication skills in English
- Ability to speak Cantonese is considered an asset
- Strong leadership skills - Able to direct, supervise and mentor staff
- Excellent customer service and relationship building skills
- Strong decision-making, problem-solving skills and conflict resolution skills
- Effective coaching skills - Able to recognize growth potential in others and coach them to take their performance to the next level
- WHMIS
- First Aid/CPR Certification would be an asset

Behaviours:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Inspire involvement among residents and visitors by taking the time to get to know the residents, their families and the community, understand their interests and encourage their participation.
- Excellent cross functional collaborator. Build and maintain trusted relationships by

proactively seeking and valuing input from others, setting clear accountabilities and being transparent in your communication and decision making.

- Foster a “one team” philosophy. As a member of the leadership team, actively discourage potential silos between different operating areas. Contribute to a positive, engaging experience between functional leadership team members and ensure that the residents and employees have a seamless, consistent experience regardless of where they live or work in the community.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Excellent listener. Engages with residents gather input to plan and deliver programs that exceed resident expectations.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live and lead by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Physical Effort:

- Constant standing, walking and driving throughout shift
- Occasional lifting and carrying up to 25 lbs
- Occasional kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends

Physical Environment:

- Residential area, office building, healthcare facility, bar/lounge
- Frequent outdoor exposure in all weather conditions

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Housekeeping Manager