**REPORTS TO:**

EVS Supervisor

**SCOPE OF POSITION:**

Responsible for cleaning and sanitizing front of house and heart of the house areas of the casino and hotel, which includes, but not limited to slot machines, table games, hotel lobby, hotel guest room corridors and other guest and Team Member contact spaces.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The following is a list of the main duties and responsibilities. However, other duties may be assigned as deemed necessary by management. All duties must be performed in accordance with Tribal, Federal, and other applicable requirements, organizational specific policies, procedures and practices.

* Will be dispatched to slots machines after guest use to clean and sanitize machines and chairs and surrounding area for the next guest.
* Will clean and sanitize designated areas in table games to include; chairs, tables and high contact areas.
* Will clean and sanitize designated areas in hotel lobby and guest room corridors.
* Will clean and sanitize heart of the house office areas, break rooms and Team Member entrances and exits.
* Performs other cleaning and sanitizing duties as designated.

1. Re-stocks supplies, chemical supplies in bottles, and maintains washroom supplies as needed.

* Assist EVS attendants as requested by EVS Manager, supervisors and leads.
* Assists guests as needed with questions about property amenities and escalates issues and concerns to departmental leadership when necessary.
* Routinely inspects work areas, identifying potential problems or repair needs, and notifying the EVS office of maintenance to be scheduled.
* Facilitates the flow of information throughout the department by attending regularly scheduled meetings.
* Properly tags lost and found items and delivers them to our security department for storage.
* Assists in trash pick-up on the entire property.
* Communicates with guests in a friendly, helpful manner at all times.
* Maintains the highest level of confidentiality.
* Responsible for maintaining a consistent, regular attendance record as outlined in the FireKeepers Casino Hotel Attendance Policy.
* Outstanding example of and a credit to FireKeepers Casino Hotel.

**MINIMUM REQUIRED QUALIFICATIONS**

An applicant’s education, training and experience must be sufficient to demonstrate that the applicant possesses the ability to successfully perform each of the essential duties and responsibilities satisfactorily. FireKeepers reserves the right to verify the sufficiency of a candidate’s education, training and competencies through the interview process, testing and methods.

The requirements listed below are generally representative of the education, experience, and skills and/or abilities required to enable one to successfully perform the essential duties and responsibilities:

Strong organizational and interpersonal skills.

**GENERAL OR PREFERRED QUALIFICATIONS**

High School diploma or GED.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports

and correspondence. Ability to speak effectively before groups of customers or Team Members of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimal, and work with mathematical such as probability and statistical inference.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL & ENVIRONMENTAL 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 position, a Team Member is regularly required to talk or to hear. The Team Member is also regularly required to stand, walk, sit, and use hands to handle or feel objects, tools or controls. A Team Member is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work is performed throughout all areas of the facility where the noise level varies from quiet to loud depending upon business. Must be able to work in a smoke filled environment.

*INDIAN PREFERENCE*

*Indian preference will be applied in the selection of qualified applicants in accordance with the NHBP Indian Preference in Employment Code, which affords employment preferences to NHBP Tribal citizens, parents or spouses of NHBP citizens and other Native Americans. For purposes of this preference, NHBP law defines "Native American" as: (a) an enrolled member of any other federally-recognized Indian tribes; (b) an enrolled member of a Canadian Indian tribe or First Nation; or (c) an enrolled member of the Grand River Band of Ottawa Indians or the Burt Lake Band of Ottawa/Chippewa Indians.*

FireKeepers Casino Hotel reserves the right to make changes to the above job description as necessary.

|  |  |  |
| --- | --- | --- |
| **Version Name** | **Version Date** | **FDA Approval Date** |
| Cleaning Ambassador | 05/20/2020 |  |
|  |  |  |
|  |  |  |

**ACKNOWLEDGMENTS:**

I understand the duties and responsibilities of my position as EVS Attendant and I agree to adhere to all applicable policies and procedures approved by FireKeepers Gaming Authority.

Team Member Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Acknowledgement \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_