



Housekeeping Attendant

About Us

Highland Pines is one of the finest seasonal and overnight campgrounds in Ontario, offering seasonal camping for trailers, overnight RV camping, as well as lakeside cabin rentals. Located on the shores of scenic Lake Belwood, outside Fergus, our campgrounds are easily accessible from anywhere in the GTA. We offer world-class facilities and amenities for over 800 campsites located on 350 acres of land.

Job Summary

The Housekeeping Attendant, under the direction of the Head of Maintenance/Duty Manager, will complete daily work assignments including but not limited to, cleaning and sanitizing all washroom and shower facilities, sweeping and mopping floors in office areas and common areas, clean and sanitize all Cottages and Cabins to a high level for customer satisfaction. Provide excellent customer service to both our internal and external customers, working seamlessly with all other departments to provide the best customer experience possible. This role will also be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform.

Summary of Responsibilities

- Clean and sanitize all washroom and shower facilities
- Sweep and mop floors and wash windows in office areas and common areas
- Clean and sanitize all Cottages and Cabins to a high level for customer satisfaction
- Provide excellent customer service to both our internal and external customers
- Work collaboratively with all other departments
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- Respond to customer service calls in a courteous and professional manner
- Handle customer complaints as they arise in a professional manner, escalating to the appropriate individual as deemed necessary
- Maintain a high level of customer service; ensure that customers are satisfied with the issue resolution
- Adapt communication style in order to deliver information effectively to a range of individuals
- Maintain a high level of service knowledge
- All other duties as assigned

Job Requirements and Qualifications

- High school diploma, GED, or equivalent
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Demonstrated time management skills
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment

- Ability to work individually as well as part of a team

Competencies

- Client/Customer Focus
- Communication
- Professionalism
- Teamwork

Work Conditions

- Flexible hours including nights, weekends (2 of every 3 weekends), and holidays
- Interaction with customers/clients, and the public at large
- Must be able and willing to work in adverse weather conditions

Highland Pines Campground offers competitive compensation and career advancement opportunities.

Highland Pines Campground strives to ensure that our employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Highland Pines Campground will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

Qualified applicants should contact **Human Resources** at jobs@highlandpines.com

For more information, please visit our website at www.highlandpines.com