

POSITION DESCRIPTION

TITLE

Hospitality Attendant – JoeAnna’s House

STATUS

Part time 56 hours every 2 weeks
 Every other weekend off
Evenings / Weekends 1530-2330
Nights / Weekends 2330-0730
Eligible for Benefits

LOCATION

JoeAnna’s House – 321 Royal Avenue

REPORTS TO

Manager of Guest Services

SUMMARY

The Kelowna General Hospital Foundation provides a wide variety of support to Kelowna General Hospital, associated healthcare facilities, community healthcare programs and the ongoing cost of operations at JoeAnna’s House.

JoeAnna’s House is owned and operated by the KGH Foundation to provide a home away from home for families of patients required to travel to KGH for care. There are 20 bedrooms, shared kitchen and dining facilities, an on-site work out facility and so much more. JoeAnna’s House also has the capacity to support day-use activities for families from within the area. JoeAnna’s House charges a nominal fee for Guests and is supported principally through philanthropy activities. JoeAnna’s’ House is staffed 24/7. The compliment of Staff at JoeAnna’s House is a mixture of paid, full time and part-time Staff and Volunteers.

The position supports the safe and efficient operations of JoeAnna’s House. The Hospitality Attendant encompasses all aspects of Guest Services from checking in a new Guest to housekeeping. The position will be available to assist Guests with all requests and acknowledge their concerns.

CORE COMPETENCIES

- Friendly
- Trustworthy
- Hardworking
- Responsible
- Reliable
- Team oriented
- Strong attention to detail
- Excellent work ethics
- Ability to work independently
- Excellent communication and organizational skills

KEY RESPONSIBILITIES

- Provide exceptional and professional customer service to guests
- Guest registration and check out
- Tour and orientate Guests
- Address Guest concerns and needs
- Reception - Answer phones
- Support volunteers
- Support meal program with volunteers
- Maintain high standard of cleanliness in Guest rooms and common areas
- Laundry - wash, dry, fold and stock linens
- Inventory – small wares, linens, food etc.
- Top up of communal kitchen supplies
- Receive and put away deliveries

REQUIREMENTS

- Hospitality experience
- Significant ability to handle varied tasks simultaneously
- Able to effectively communicate
- Computer skills

WORKING CONDITIONS

- Afternoon and/or nights and weekend shifts
- Ability to pick up extra shifts
- Overtime may be required
- Eligible for benefits

ABOUT THE POSITION

The Hospitality Attendant at JoeAnna’s House will deliver every aspect of customer service in order to provide a warm and welcoming short term stay experience for individuals required to travel to KGH for care. They will ensure the Guest experience is one of compassion and understanding.

Applications accepted until 4:00pm, September 27, 2019

Please send your cover letter and resume to Darlene Haslock, Manager of Operations – JoeAnna’s House

Darlene.haslock@interiorhealth.ca