

## POSITION DESCRIPTION

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**TITLE**

Hospitality Attendant – JoeAnna’s House

**STATUS**

Part time      Shift - 7 out of 14 days, every other weekend off  
Hours 3:30pm-11:30pm  
Eligible for Benefits

**LOCATION**

JoeAnna’s House – 321 Royal Avenue

**REPORTS TO**

Manager – JoeAnna’s House

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

### **REQUIREMENTS**

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

### **WORKING CONDITIONS**

- Ability to pick up extra shifts – afternoon, night, weekend and STAT 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.

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Applications accepted until 4:00pm, August 28, 2023

Internal Applicants email Darlene Haslock, Director – JoeAnna’s House

[Darlene.haslock@interiorhealth.ca](mailto:Darlene.haslock@interiorhealth.ca)