



“We will love God, One Another, and the Earth  
by providing sanctuary, practicing hospitality, and performing ministry.”

**Job Title:** Guest Services Assistant Cedar Valley – Cook/Housekeeping

**Basic Function:** Provide assistance in the day-to-day operations at Cedar Valley. The scope of this position includes working the dietary, housekeeping, and reception areas as scheduled and needed. Each staff person is a member of a team to fulfill our mission and satisfy our guests while supporting and reflecting our Mission Statement.

**Work Schedule:** This hourly position requires a flexible schedule including holidays and weekends.

**RESPONSIBILITIES:**

- Ensure that date and guest programs are updated daily on the lobby sign board.
- Prepare breakfast, lunch, dinner and snacks for guests when scheduled.
- Maintain and follow recipes.
- Clean kitchen including, but not limited to, dishes and mopping floor at end of each shift when scheduled.
- Set up buffet line and assist with serving of meals when scheduled.
- Clean tables, and chairs in dining room, including vacuuming dining room after meals, when scheduled.
- Set up tables for next scheduled meal as assigned.
- Maintain guest coffee table throughout the day as scheduled.
- Store food properly and practice safe food handling.
- Discuss utilization of leftovers with Guest Services Manager.
- Receive and place food deliveries in proper storage.
- Assure total cleanliness of guestrooms in the Lodge and the Log House.
  - A. Clean bathrooms so that all fixtures are clean and sanitized, walls washed and dried, mirrors and light fixtures cleaned.
  - B. Clean guestrooms including dusting, vacuuming, and emptying wastebaskets
  - C. Make beds and maintain mattress pads and quilts. Wash and turn when needed.
  - D. Clean floors to include sweeping, dusting, damp/wet mopping.
  - E. Clean hallways, stairwells, handrails and pictures.
- Clean and maintain the Log House, including bathrooms, kitchen floor, stove, refrigerator, cupboards, and steps.
- Make beds and assure the cleanliness of the bed linens.
- Complete laundry of all bed linens, towels, etc.
- Must adhere to the Cedar Valley dress code.
- If last person working, look all doors, including gift shop, and turn off appropriate lights.
- Provide assistance as needed in answering phone, greeting guests, helping in gift shop, etc.
- Adhere to departmental, building and Cedar Valley policies, procedures and philosophies, including dress code.
- Maintain confidentiality of all guest information and assure guests rights and privacy are protected at all time.
- Maintain confidentiality of staff information.
- Any other duties as assigned by Managing Director/Guest Services Manager.

**POSITION QUALIFICATIONS**

**Competency Statement(s)**

- Accountability – Ability to accept responsibility and account for his/her actions.
- Autonomy – Ability to work independently with minimal supervision.
- Business Acumen – Ability to grasp and understand business concepts and issues.

- Communication, Oral/Written – Ability to communicate effectively with others using the spoken word.
- Creative – Ability to think in such a way as to produce a new concept or idea.
- Customer Oriented – Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Enthusiastic – Ability to bring energy to the performance of a task.
- Friendly – Ability to exhibit a cheerful demeanor toward others.
- Innovative – Ability to look beyond the standard solutions.
- Patience – Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Project Management – Ability to organize and direct a project to completion.
- Sales Ability – Ability to use appropriate interpersonal styles and communication methods to gain acceptance of product, service, or idea.
- Time Management – Ability to utilize the available time to organize and complete work within given deadlines.
- Training – Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

**EDUCATION**

High School Graduate or equivalent

**EXPERIENCE**

Six month to one year related experience, cooking experience preferred.

**OTHER REQUIREMENTS**

Must be able to operate a variety of food service equipment including, but not limited to, steam jacketed kettle, steamer, braising pan, convection oven, cook and hold oven, slicer, mixer, grinder, proofing box, grill, broiler, coffee maker, blender, food processor and dishwasher.

**PHYSICAL DEMANDS**

**Physical Abilities**

Stand	C (Constantly)	<b>LIFT/CARRY</b> 10 lbs. or less	C (Constantly)
Walk	C (Constantly)	11-20 lbs.	F (Frequently)
Sit	O (Occasionally)	21-50 lbs.	F (Frequently)
Handling/Fingering	F (Frequently)	51-100 lbs.	O (Occasionally)
Reach Outward	F (Frequently)	Over 100 lbs.	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	<b>PUSH/PULL</b>	
Climb	O (Occasionally)	12 lbs. or less	F (Frequently)
Crawl	O (Occasionally)	13-25 lbs.	F (Frequently)
Squat or Kneel	O (Occasionally)	26-40 lbs.	O (Occasionally)
Bend	F (Frequently)	41-100 lbs.	O (Occasionally)

- N (Not Applicable) Activity is not applicable to this occupation.
- O (Occasionally) Occupation requires this activity up to 33% of the time (0 – 2.5+ hrs/day)
- F (Frequently) Occupation requires this activity from 33% - 66% of time (2.5 – 5.5+ hrs/day)
- C (Constantly) Occupation requires this activity more than 66% of the time (5.5 = hrs/day)

**OTHER PHYCISAL REQUIREMENTS**

- Vision (Near, Distance, Color, Peripheral, Depth Perception)
- Sense of Sound (Able to hear voice activated fire system and respond to guest’s spoken needs and follow emergency procedures.)
- Sense of Smell
- Sense of Taste
- Sense of Touch
- Ability to wear Personal Protective Equipment (PPE) (gloves, apron, hair restraint)

NAME (Please print): \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by Managing Director/Guest Services Manager as deemed appropriate.

**EEO Statement:** UCCI is an Equal Opportunity Employer that does not discriminate based on actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws. Our leadership team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.