

Attachment A

JOB DESCRIPTION

HOUSEKEEPER CHIEF OF MISSION RESIDENCE (CMR)

SUMMARY: The Housekeeper will take direction from the Head Housekeeper. The Housekeeper is responsible for performing the tasks described below in this position description or other tasks as directed by the Head Housekeeper. The Housekeeper will be trained to perform the duties of Head Housekeeper in her absence.

Housekeeping: The Housekeeper will perform housekeeping services to ensure that the Chief of Mission Residence (CMR) is kept clean and presentable at all times. The Housekeeper receives supervision from the Head Housekeeper. The duties of the Housekeeper include but are not limited to sweeping, mopping, dusting, laundry services, ironing, polishing wooden furniture and floors, cleaning windows and other glass surfaces, cleaning, disinfecting and deodorizing bathrooms and bathroom fixtures, emptying waste baskets, cleaning outside porches, shopping and assisting with washing dishes and utensils when needed. All responsibilities shall be completed on time, and in a manner representing the highest U.S. standards. The Housekeeper may suggest to the Head Housekeeper ways to improve cleaning routines and use of supplies and equipment.

The Housekeeper shall support events and activities at the CMR as directed by Head Housekeeper.

Planning Ahead: Using the developed checklists, the Housekeeper will plan and carry out tasks as far ahead as possible to allow time for unforeseen needs such as equipment breakdowns, staff absences, or guests arriving on short notice.

Shopping for Household Supplies: The Housekeeper shall inform the Head Housekeeper if the inventory of regularly used household items and cleaning supplies is low. Taxi cabs will be utilized to carry out shopping responsibilities. Shopping trips will be carried out in a timely fashion and not combined with personal errands unless approved by Employer.

Finances/Recordkeeping: If the Housekeeper performed shopping, she shall immediately submit receipts for all purchases. The petty cash log will be used for all advances/expenditures needed for the Residence.

Representational Events: The Housekeeper shall ensure that all plans for a representational event have been executed as directed by the Head Housekeeper. The Housekeeper will be responsible to assist in decoration, set-up and service.

Serving: As directed, the Housekeeper will serve guests both in a reception setting and at a seated meal. This includes but is not limited to setting tables with proper dishes and utensils, serving drinks, meals, refreshing drinks and clearing tables.

Maintenance Workers/Vendors: The Housekeeper shall be the secondary point of contact with the maintenance staff of the U. S. Embassy. The Housekeeper shall be the secondary point of contact with any outside vendors when coordinating representational or other events. The Housekeeper shall report to the Head Housekeeper or Protocol Assistant any maintenance work that needs to be done at the Residence. If directed, she shall monitor the work of all maintenance staff or vendors, while they are in the Residence. She shall be responsible for immediately reporting to the Head Housekeeper any work, which does not meet the set standards.

Cleanliness: The Housekeeper shall ensure all areas, including the Ambassador's living quarters, guestrooms, bathrooms, kitchen and representational areas are always clean and ready for use. Fresh flowers should be regularly placed in the entrance lobby and living room areas and also in guestrooms when guests are in the Residence.

Laundry Services: The Housekeeper shall ensure efficient and timely laundry service for the Residence and guests.

Absences: The Housekeeper is responsible for immediately reporting her absence to Mrs. Thummalapally or the Protocol Assistant. Any personal time to be taken during the work day must be cleared in advance. In the absence of the Head Housekeeper the Housekeeper will perform the necessary duties of the Head Housekeeper. In the absence of the chef/cook, the Housekeepers shall assist as needed with the preparation and serving of

meals. This may include preparing and serving simple meals for breakfast, luncheons and dinners. Where possible, the Employer will provide at least a one day notice for such requests.

Pet Care (if applicable): The Housekeeper shall be responsible for the proper care of pets at the CMR.

Guest services: The Housekeeper shall ensure that guests are greeted at the door and assisted with luggage. Ensure guest rooms are always clean and ready for use. Before a guest arrives, check with the Head Housekeeper for any special requirements for the room.

Telephone: All Residence staff is responsible for answering the telephones promptly and courteously with the greeting: “Good morning/day/evening, U.S. Ambassador’s Residence.” If no one is home to receive the call, a written message will be taken, noting the caller’s name (spelled correctly), the time and nature of the call.

End of the Day: At the end of each day, the Housekeeper shall conduct a pass-through of the Residence to check for neatness and to ensure that the Residence is secure, outside lights are turned on, (or inside lights turned off when appropriate) and air conditioners are set at appropriate settings.

Confidentiality: It is important to maintain confidentiality and not to repeat information learned in the Residence to outside parties. Everything the Housekeeper does or says is reflective of the United States of America and the good relation we have and seek to maintain with the people of Belize.

Employee/Date

Employer/Date