



GUEST SERVICES/HOUSEKEEPING

ERES COMPANIES

Williston, ND | Position requires on-call availability on weekends and holidays

COMPANY OVERVIEW

Founded in 2014, ERES Companies is one of the fastest growing and unique real estate firms in the world. Unlike other commercial real estate service providers, ERES provides a truly vertically integrated approach to meet a multitude of real estate needs seamlessly controlling projects from start to finish. Leveraging the comprehensive power of our service lines, we are enabled to research, analyze, and provide the most efficient, cost-effective solution available for our client's real estate investments. This translates to peace of mind in knowing that their needs, timeline, and budget are being considered at every phase of their project. Our collective commitment to excellence, hard work, and creativity has resulted in a rapid firm expansion that has led ERES to complete thousands of successful projects both domestically and internationally, represent over five million square feet of commercial space and more than \$3 billion in real estate value, and manage over 8,000 multifamily and industrial units.

Our sophistication and expertise, combined with our small company values and client-centered approach, have provided us opportunities to partner with best-in-class, global corporate clients, including several Fortune 500 companies, in solving some of their largest and most challenging real estate issues. ERES is currently comprised of over 150 dedicated professionals working tirelessly to provide the finest all-inclusive real estate services in key secondary and tertiary markets across the globe. Always opportunistic about expanding operations, we have nine domestic and international office locations in Sarasota, FL (headquarters), Denver, CO, Grand Junction, CO, Williston, ND, Bozeman, MT, Fort Worth, TX, Midland, TX, New York, NY, and Neuquén, Argentina.

THE OPPORTUNITY

Job Summary

Responsible for cleaning and preparing guestrooms and public areas such as front desk or public bathrooms. Provides good guest service and responds promptly to questions, complaints, and requests.

Essential Duties and Responsibilities

- Cleans and prepares guestrooms for occupancy through proper application of housekeeping standards.
- Stocks and maintains carts with specific products in required quantities to clean assigned rooms.
- Completes assigned daily reports, correctly identifies, and reports the status of each room, and reports any maintenance problem or product shortage.
- Maintains security for guests and property by keeping room doors locked at all times; reporting any suspicious activity by guests or others; properly labeling lost and found articles and turning them in; observing all other security and safety regulations.
- Performs other tasks as assigned by the Property Manager to include but not limited to: vacuuming corridors, cleaning public or employee restrooms,

washing windows, working in laundry, checking rooms, or training of other employees.

- Reports all maintenance problems to Property Manager.
- Maintains proper care of equipment and supplies and notifies Property Manager of any maintenance required.
- Ability to lift a maximum of 35 pounds and push a cart that is 50 pounds.
- This position requires that all room attendants use the protective safety equipment provided by the company.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers, handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl as well as talk and hear.
- Must be able to complete assigned tasks within a timeframe.
- Assist guests with check in/out procedures
- Respond to guest inquiries and concerns in a professional and timely manner
- Schedule guest reservations and ensure accurate data entry
- Debrief and collaborate with team members/stake holders to ensure seamless operation during all operating hours
- Handle guest emergencies/complaints in a timely manner
- Additional job duties as assigned by supervisor.

Position Requirements: Skills & Experiences

- Serve internal and occasional external Guests in a positive, professional manner
- Follow all guidelines on confidentiality
- Be responsible for quality, accuracy, timelines, reliability and thoroughness of work performed
- Ability to communicate effectively, both verbally and written
- Time Management – Ability to prioritize tasks to ensure all housekeeping and guest service duties are completed efficiently
- Demonstrated ability to develop successful working relationships with emphasis on collaboration in a team setting
- On-call availability on nights, weekends and holidays, required
- Availability to provide administrative coverage when needed, required

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers, handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl as well as talk and hear. The employee must regularly lift and/or move up to 75 pounds and frequently lift and/or move up to 35 pounds. The employee must be able to see differences in widths and lengths of lines, such as those on graphs. Employee will have exposure to a variety of cleaning chemicals and weather conditions (rain, extreme heat/cold and high humidity).

EEO STATEMENT

ERES is an equal opportunity employer and committed to developing and maintaining a diverse workforce. ERES strongly believes in equal opportunity for all, without regard to race, color, religion, creed, age, sex, pregnancy, family responsibility (e.g. child care, elder care), national

origin or ancestry, citizenship, marital status, sexual orientation, gender identity or expression, transgender status, veteran's status, genetic information, or status as a qualified individual with a disability, protected leave status or any other protected characteristic in accordance with applicable law. The company also endeavors to make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodations would impose an undue hardship on the operation of our business. Equal employment opportunity will be extended to all individuals in all aspects of the employment relationship, including recruitment, hiring, promotion, transfer, training, discipline, layoff, recall and termination.

SUBMISSION

Cover letters should clearly outline relevant experience and its applicability to this role. Qualified candidates may submit a resume and cover letter to Kate Waggoner at kate.waggoner@erescompanies.com.