

Native Daughters of the Golden West (NDGW) Home Hostesses(s)

Job Description

Job brief: This position requires the NDGW Home Hostesses (s) to execute the daily operations of the NDGW Home, ensuring compliance with state and federal Human and Resources laws and requirements. This position also requires compliance with conditions relevant to the Home detailed in the NDGW Books of the Order and the NDGW Employee Handbook. The NDGW Home staff is under the immediate supervision of the NDGW Home Chairman and must abide by the directives of said individual. The Home Hostesses (s) are employees of the NDGW and as such are under the ultimate supervision of the NDGW Personnel Committee.

Home Hostess(s) Responsibilities:

Specific responsibilities to this job are:

- Keep the rooms and their adjacent bathrooms clean, and well stocked with supplies, and prepared to receive Members and their guests.
- Report to the Home Committee the general condition of rooms, as well as any safety concerns, or necessary repair of furniture, fixtures, appliances, or equipment. Journal documentation will be required for said safety and condition of the Home that may have arisen.
- Keep the kitchen clean and orderly at all times. Gently encourage Members and guests to do the same after use. Help Members and guests with operating kitchen appliances and locating kitchen cookware and eating utensils.
- Check the condition of the Voss Garden and ascertain that the automatic watering system is working during your shift.
- Water the trees and shrubbery in front of the NDGW Home with the Atrium as directed by the NDGW Home Committee as needed, depending on the season.
- Empty all trash and recycle cans in the common bathrooms and kitchen daily. Make sure trash cans are out Wednesday evening from the alley for pick up on Thursday morning and bring cans back before noon on Thursday
- Clean out all left-over outdated or abandoned food in the kitchen refrigerator and wash off and dry the shelves as needed.
- Fulfill the daily duties on the list provided by the NDGW Home Chairman or other reasonable duties as she may request.
- Wash, dry, fold, and put away all laundry Start the dishwasher and put away all clean dishes before the end of your shift.
- Oversee and offer assistance to all contractors, workers, and emergency personnel who may be contacted and/or responding to the NDGW Home and or the NDGW Grand Parlor Office for various reasons. Have them Log in and out in the Log in Sheet (for emergency accountability sign in sheet showing their presence in the NDGW Home and or the NDGW Grand Parlor Office). The Log in Sheet is located in the first floor foyer.
- Greet and assist Member and their guests, coming into the NDGW Home. Make them feel welcome and comfortable during their stay at the NDGW Home. Have them Log in and out in the Log in Sheet (emergency accountability sign in sheet showing their presence in the NDGW Home and or the NDGW Grand Parlor Office). The Log in Sheet is located in the first floor foyer.
- Working under the directive of the NDGW Home Committee Software liaison, operate and maintain an efficient reservation software system for Members and their guests coming to stay in the NDGW Home.
- Working under the directive of the, NDGW Home, NDGW Home Treasurer and NDGW Bookkeeper, maintain an effective payment collection process and recording system for Members' payment for themselves and their guests. Collect Member's payments and process as directed during your daily shift.
- Timecards or computer generated Timecards shall be recorded promptly when starting and ending your daily shift.
- Be familiar with information and procedures in case of emergencies (medical, fire, criminal activities, or natural disasters).

- Inspect the perimeter of the Home and the elevator operation on a daily basis. Report any concerns to the NDGW Home Chairman immediately.
- Inspect the roof (including condition of flags), boiler room, and Atrium during your shift. Report any concerns to the NDGW Home Chairman immediately.
- Answer the phone (keep in your possession at all times), book reservations or answer inquiries, collect and process or answer mail accordingly and answer emails as needed. Call contractors and workers as required and/or directed by the NDGW Home Chairman. Fulfill general bookkeeping and office operations duties daily.

Necessary skills required for the job performance :

- An ability to maintain a professional, personable, and courteous demeanor and a presentable appearance at all times.
- Work attire shall consist of rubber sole enclosed flat shoes, clean and wrinkle free black or tan slacks and blouse or a NDGW T-Shirt. Hair is to be clean and tight (not loose). An apron will be provided by the NDGW Home and a name-tag.
- Proficiency in electronic record keeping (NDGW Software) for reports of Members and their guests' reservations, payments, office procedures and data entry for reports are required. General record keeping. Office operation and computer skills are required.
- Strong personal skills in maintaining and providing a comfortable atmosphere in the NDGW Home for Members and/or their guests.
- An ability to perform physical tasks relevant to the smooth operation of the NDGW Home; including but not limited to light cleaning bed changing, laundry, daily morning preparation and cleaning of a communal kitchen, washing dishes, climbing several flights of stairs, and gardening.
- In order to perform the aforementioned tasks a physical examination, drug and/or alcohol test will be required. NDGW will pay for a licensed physician report.