

HOUSEKEEPING COORDINATOR

As a Housekeeping Coordinator at Mount Nelson, A Belmond Hotel, you are part of a team that brings guest experiences to life through immersive, unique experiences. In this role, you will master the art of delivering exceptional service to the guest as well as your team. If you're looking to develop your skills and be part of the future of luxury, this is your moment!

Primary Responsibilities Include:

- Assist Housekeeping management in managing the daily activities for the department.
- Act as a liaison to coordinate the efforts of Housekeeping, Maintenance, Front Office, and Laundry to ensure the smooth running of the department.
- Coordinate and provide administrative support to all areas of the Housekeeping department.
- Oversee the day-to-day operation of the Housekeeping office.
- Complete the required Housekeeping paperwork, including reports, worksheets, activity logs, and checklists.
- Document and report outstanding issues that need to be handed to the manager/supervisor after a shift is complete.

Requirements - What You Bring:

- Experience providing exceptional guest service and working in a fast-paced environment.
- Friendly and attentive demeanor; ability to answer questions.
- Strong communications skills to interact with guests.
- Previous experience in a similar role with good knowledge of administration skills.

Benefits - What We Offer:

At Mount Nelson, we pride ourselves on fostering a culture built on kindness, active listening, and genuine connections with our colleagues and guests. We offer a comprehensive range of compensation, perks and benefits including:

- Competitive basic salary and benefits
- Loyalty and recognition rewards programs
- Employee Assistance & Wellness programs

We strive to create an environment where our employees can thrive both personally and professionally. With a commitment to your ongoing development, you'll have the opportunity to learn and grow alongside some of the most talented individuals in the industry. Join us and be part of creating unforgettable moments for our guests, communities, and each other.