



2700 Orchard Hwy.
Manistee, MI 49660

JOB POSTING 25-1455

JOB TITLE	Laundry Attendant	DEPARTMENT	Hotel
SUPERVISOR	Laundry Supervisor	JOB GRADE	LR6H \$17.00
SUPERVISORY RESPONSIBILITIES	None		
STATUS	1 Full Time Seasonal		
EXEMPTION	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	REVISION DATE	08/04/2023

Indian Preference is applicable in accordance with Ordinance #15-600-02.

SUMMARY:

Performs duties in the laundry room and House Person duties as needed. Displays outstanding guest service to all casino and hotel guests.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

MINIMUM NECESSARY QUALIFICATIONS:

Education:

- None

Experience:

- Experience working with a Tribally run casino and/or resort preferred.

Age Requirement:

- At least 16 years of age

SKILLS AND ABILITIES:

- Basic organizational, written, and verbal communication skills
- Basic problem solving skills
- Guest service, interpersonal and teamwork skills necessary to support quality service delivery
- Accurate and detail-oriented
- Maintain high confidentiality
- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments

CONDITIONS OF EMPLOYMENT:

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, passing Resorts background check to meet the employment eligibility

requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

Knowledge, Competences, and Talents:

- Accountable - Accept responsibility and account for actions.
- Assignment - Ability to accurately plan, hire, schedule, and correctly assign proper workloads to your staff's knowledge, skills, and abilities.
- Collaborate - Ability to collaborate with team members and management team to improve the gaming environment and continue to create a fun and exciting entertainment culture for our guests.
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors.
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner.
- Confidential - Will support and abide by the highest standards of confidentiality about team member, department, LRCR, and guest information.
- Meticulous – Ability to pay attention to the minute details of a given project or task.
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values.
- Empathetic – Appreciates and is sensitive to the feelings of others.
- Ethical - Proves conduct conforming to the highest-level set of values and accepted standards.
- People skills - Able to collaborate effectively with guests, team members, management team, and vendors.
- Judgment - Makes well-reasoned and prompt decisions based on careful, objective review and informed data.
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task.
- Policies & Procedures - Proves thorough, exact, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems.
- Problem Solving – Understands and finds existing and potential departmental problems / issues by obtaining relevant input, information and data and objectively evaluates and develops recommendations, develops, and evaluates alternative course of action, selects correct course, and follows up.
- Professional Attitude – Value, motivate and appreciate everyone you interact with in your office, your department(s), the Casino, the community and all of our guests.
- Resolute – Is dependable and trustworthy.
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains all equipment per departmental guidelines.
- Notifies the immediate supervisor of all equipment malfunctions.
- Obtains assigned workstation from designated supervisor at start of work shift.
- Exhibiting a good attitude toward guests and fellow team members.
- Participates in creating and supporting a high-quality work environment.
- Participates in departmental meetings.

- Brings all concerns and requests to the management team.
- Uses biohazard protocol when proper.
- Monitors and changes laundry chemicals.
- Responsible for the proper cleanliness of equipment and work areas.
- Aids in sorting linens by type for washing, separating stained linens and treating accordingly.
- Properly ensures load sizes, settings, and heat control of washers, dryers, and sheet press.
- Records load counts, linen weight control.
- Performs the laundering, folding, and inventory of all hotel linen and terry products, making sure that all linen sent out of laundry is in good condition.
- Loads and unloads commercial washer and dryers, transporting wet linen to and from sheet press.
- Other duties as assigned, including but are not limited to emptying garbage, recycling cardboard, keeping floors clean, clean lint traps, keeping washer drainage grates clear and free of debris.
- Must keep knowledge of Safety Data Sheets (SDS) and know where the book is found within the laundry room.
- Must satisfactorily complete all training assigned by the Resort.
- Must adhere to safety rules and regulations of the Little River Casino Resort and of the Hotel department.
- Must be aware of and adhere to the emergency and evacuation procedures.
- Must be aware of and adhere to the Resorts Health & Safety Program.

PHYSICAL DEMANDS:

While performing the duties of this job, the team members must be able to frequently stand, walk, bend, twist, and perform repetitive motions, writing, reading. Must have manual dexterity necessary to manipulate laundry equipment. Must be able to perform repetitive hand and wrist motions. The team member must be able to push, pull, grasp, lift and/or move up to fifty pounds, and push up to fifty pounds. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, and other electronic ways needed. Must be able to walk, and/or stand for periods of up to 4 hours. Must have a good sense of balance and be able to bend and kneel. Must be able to climb a 3 ft. ladder.

WORKING ENVIRONMENT:

A working environment is the setting, social features, and physical conditions in which a job is performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime is needed. Occasionally must deal with angry or hostile individuals. Must manage hazardous materials. High volume direct public contact.

DISCLAIMER OF EMPLOYMENT:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills needed.

All Little River Casino Resort Team Members are responsible for ensuring they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

ACKNOWLEDGMENT:

I have reviewed the content and description of the above-listed position and have been supplied a copy of the description. I certify that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Team Member Name Sign & Print

Date

POSTED: 04/25/2025

REMOVE: Until Filled