



Job Title: Arrival Inspector
Employment: Regular
FLSA Status: Non-Exempt

Reports To: Housekeeping QA Manager
Direct Reports:
Work Location: 2494 Lake Tahoe Blvd. - B2
Work Hours: TBD

JOB DESCRIPTION SUMMARY

Your success in this position will require a willingness and ability to take on a variety of tasks related to housekeeping and ensuring that our homes are fully prepared for guest arrival.

The Arrival Inspector is responsible for visiting each home assigned on the day of check-in, to ensure the home is in perfect condition for guest arrival. You will assist with a variety of housekeeping tasks as needed, taking direction from the Housekeeping QA Manager, and working with all team members to ensure 5-star reviews in our homes. You will also help ensure that the RnR Vacation Rentals midtown office is clean and organized, and that daily shipments are received, photographed, and stored in their appropriate space. Daily errands include trips to dry cleaners, visiting homes to accomplish assigned tasks and stocking housekeeping supplies.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Perform scheduled arrival inspections, validating maintenance and cleanliness of homes, inspecting items such as bedding, carpets and rugs, baseboards, dust/cobwebs, window shades, fingerprints, glass shower panels, shower curtain liners, bathtubs, toilets and sinks, kitchen cabinets, supplies, vacuum cleaners, etc.
- Additional inspection tasks include:
 - Organizing guest closets, laundry, garage areas as needed
 - Checking locked closets designated for cleaners, and assist in organizing and stocking as needed
 - Checking kitchen cabinets for utensils, dishes, pots and pans that may have been put away dirty, check kitchen drawers for crumbs—clean if needed
 - Organizing board games, identify when they need replacement
 - Assessing and notifying manager when professional vendors are required for carpet and window cleaning, exterior damage and more
 - Stocking the home with amenities that support our marketing programs including Keep Tahoe Blue bags and instructions, pet kits, makeup remover wipes, binders, blue buckets and other items
- Assist in resolving housekeeping emergencies in homes that need quick turnaround prior to next guest check-in.
- Ensure midtown office is clean and orderly. Assist with receipt of shipments, opening boxes, photographing contents, storing in appropriate location and staging for Field Service delivery. Dispose of boxes. Organize storage areas including Field Services, Housekeeping, and office areas. Retrieve, open, and handle incoming mail. Vacuum floors regularly, ensure coffee area is stocked, general cleaning.
- Monitor housekeeping inventory and supplies to ensure minimum stocking levels, and assist housekeepers with inventory check-out, loading/unloading supplies as needed. Report inventory requirements to manager.
- Re-stock supplies as directed by Housekeeping QA Manager.

QUALIFICATIONS

- Must be trustworthy, reliable, and willing to take direction to accomplish tasks assigned by multiple managers in timely fashion. Ability to prioritize.
- Ability to proactively identify and take action on tasks that could improve the office appearance, supplies storage, and do whatever it takes to ensure our operations are running smoothly.
- Administrative skills using iphone and mobile apps. Experience using Breezeway is helpful.
- Team collaboration and willingness to proactively go the extra mile for team members and guests as needed.
- Must be detail oriented and successfully complete many small tasks / projects with an eye for detail.
- Must possess good interpersonal skills, and communicate clearly and tactfully both in written and verbal format.
- High School Diploma or GED required.
- Must have reliable vehicle appropriate for winter weather, icy roads.

WORKING CONDITIONS AND ENVIRONMENT / PHYSICAL DEMANDS

- Must be able to perform simple grasping, fine manipulation, and repetitive hand and arm movements frequently.
- Must be able to bend, squat, crawl, kneel, push, pull, and walk on uneven surfaces on a regular basis.
- While primarily an indoor job, must be able to walk outside in a variety of weather conditions (rain, wind, snow, heat)
- Must be able to climb stairs both inside and outside and frequently lift 20 lbs. and occasionally up to 50 lbs.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. RNR reserves the right to amend and change responsibilities to meet business and organizational needs.

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee Signature

Date