



TERMS OF REFERENCE – YICE Facility Keeper

Reporting to: Conservation Business Assistant

Introduction

Ya'axché staff are expected to work cooperatively with others, demonstrate flexibility in organizing work, have good communication skills and demonstrate thoughtfulness in decision making. Staff must be non-judgmental and receptive, live up to the values of integrity, respect and professionalism while reflecting genuine concern toward both the biosphere and the communities where Ya'axché is active.

Purpose:

The **YICE Facility Keeper** ensures a positive overall impression of the property and is responsible for maintaining the highest level of cleanliness for all facilities on property. He/she should positively ensure consistent preparation is made to meet the daily cleaning of assigned areas on property and follow established standards of safety and cleanliness. It is required to maintain a flexible schedule that is needed especially in high tourism season to accommodate guests. He/she is encouraged to strive for a professional environment that creates creativity, teamwork, and consideration for others.

Support Personnel Level: Temp Labour

Primary Relationships

- Supervisor: Conservation Business Assistant
- Conservation Business Manager
- Nursery Keeper
- Temp Labour Assistants for YICE
- COL/PAM/Science Teams

Key Areas of Responsibility

- YICE Facility Upkeep (housekeeping duties)
- Effective Communication with Key Staff
- Manages Facilities Inventory List for Cleaning
- Maintains BTB Standards for Guests
- Maintains Professionalism with Staff and Guests

Main Duties and Responsibilities:

The YICE Facility keeper is accountable for:

1. Conducting thorough daily cleaning of all assigned areas on the property both for staff and guests.
2. Having great attention for details and works well under pressure in a fast-paced environment; demonstrates flexibility to suit working schedule.
3. Demonstrating high organizational skills and able to prioritize workload.

4. Communicating effectively and in a professional manner to all guests, co-workers, and nursery customers.
5. Developing cleaning supplies list and inform supervisor in a timely manner for its acquisition.
6. Maintaining inventory of supplies for the YICE facilities and assisting with that of the general field station.
7. Managing and implementing the health and safety plan of the organization to maintain in compliance with the Belize Tourism Board.
8. Consistent high standard of cleaning and sanitizing of restroom, bathroom/ showers, common areas and kitchen areas to follow the established health and safety plan of the organization.
9. Consistent and close attention must be paid to the daily sanitizing of highly touched surfaces.
10. Ensuring the availability of clean water, hand soaps, sanitizers, and toiletries in all facilities for staff and guests.
11. Dusting, polishing, making beds, and changing linens are necessary when guests check in and upon check out.
12. Reporting to supervisor of any belongings found, especially for guests.
13. Willing to work alongside volunteers or other temporary workers hired when necessary.
14. Working in a responsible manner to ensure that due care and attention is maintained for his or her health well-being by practicing health and safety measures when performing all cleaning and sanitizing duties.
15. Maintain a professional representation of Ya'axché, especially to the communities in which Ya'axché works.
16. Performing any other tasks from time to time that may be requested, highlighting skills and experience.

Outcomes and Performance Indicators to be achieved by the position:

Outcomes	Performance Indicators
<ul style="list-style-type: none"> ▪ <i>Clean and safe accommodations and common areas for staff and guest</i> <p>Interested in the welfare of guests and staff by maintaining a well cleaned and presentable space at all times.</p>	<ul style="list-style-type: none"> ▪ Timely cleaning of all facilities on property utilized by both staff and guests; Work areas of staff are sanitized frequently. ▪ Accommodations are prepared to high standards as presentable as possible to host guests. ▪ All procedures of health and safety are displayed clearly on bulletin boards for guest to follow in the bunkhouse. ▪ All staff and guest restroom and washroom are equipped with soaps, sanitizers, and toiletries at all times.

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- Garbage disposal is coordinated in a timely manner.
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- ***Health and Safety compliance***

Both Ya'axché and its business arm, Ecotourism Belize, remain in high compliance meeting health authorities' requirements including the Belize Tourism Board

- High level of cleanliness is maintained to meet the organizations health and safety plan as required.
 - Effective communication of all health safety procedures and protocols is enforced on the property to all staff and guests.
 - The health and safety measures are managed and implemented on the property.
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Place(s) of work:

- Golden Stream Field Station, Golden Stream Community, Toledo District, Belize
- Maya Golden Landscape in southern Belize

Qualifications:

Education Level, Experience, and Specific Skills:

- 3 years' experience working as housekeeper.
- High School Diploma.
- Computer Skills and experience in Microsoft Office suite (Word, Excel) is an asset.
- Write and Speak English and Q'eqchi'.

Desired Qualities:

- Ability to manage multiple tasks and allocate time effectively to meet internal and external deadlines.
- Ability to operate as part of a team in a dynamic environment, as well as self-motivation, drive, and enthusiasm to work under own initiative.
- Familiarity with the culture and traditions in Toledo District is an asset.
- Ability to think strategically, logically and to apply common sense.
- Dependable and reliable, with a positive attitude; meticulous attention to detail.
- Ability to work under pressure and to manage time effectively in order to meet deadlines.
- The ability to work with a wide variety of individuals (including a multicultural in-house team) by using tact, diplomacy, and flexibility, resolve conflict effectively.
- Sensitivity to the needs of persons with low literacy and/or English as a Second Language (ESL) when creating written materials.
- Effective team player and committed to support and improve the overall work of Ya'axché.
- Self-motivated and able to work independently with minimal supervision.