

LAUNDRY JOB DESCRIPTION

POSITION SUMMARY

Collect soiled linen, Sorting, Washing, Ironing, Dry Cleaning and transferring linen to the use areas.

ESSENTIAL DUTIES AND RESPONSABILITIES

Each shipboard employee may be required to perform all functions in various venues and throughout the ship.

In accordance with the philosophy of Anchored in Excellence, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Prepare soiled linen for wash.
2. Sorting linen by degree of soil and type of fabric.
3. Ensure linen is free of garbage and sorted by color.
4. Check for any tears or damage of all clothes from guests and crew before washing and report any bad condition to the Laundry Master.
5. Load, using properly weighted loads and select proper formula on washers.
6. Laundering of all onboard linen, Guest's clothes, Crew' clothes and uniforms.
7. Ironing and Dry Cleaning.
8. Inform the Laundry Master about any malfunction on finishing equipment or problems with safety mechanisms.
9. Proper use of chemicals.
10. Fold and stack linen on shelves.
11. Inspect the quality of linen on shelves.
12. Cleaning of all equipment.
13. Cleaning dryer lint screens.
14. Check safety devises, turning on steam, water and air valves.
15. Check iron roll pressure.
16. Report leaking valves, damaged insulation, air and water path.
17. Keep the work area safe, clean, sanitized and organized.
18. Fully aware of the OPP plan and follows all protocols for handling infected linens at all times.

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19. Other duties may be assigned. Understand and can apply in work practices environmental policies and procedures concerning such functions as collection, sorting and disposal of solid wastes and use of chemicals associated with cleaning, dry cleaning and laundry operations.
20. Know and follow all SQM policies.
21. All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use/range of motion of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency requiring the lowering of a lifeboat.

REQUIREMENTS:

- Experience minimum 3 years of related experience and/or training in the laundry field.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards. Sanitation and Environmental knowledge.
- Be able to work with international team members and adequately follow orders

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially (intermediate level B1-B2 +).
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.

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- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- The employee must have the ability to lift and/or move up to 50 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.
- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 – 4 people per cabin).

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- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: As per the company standards.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.



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