

Assistant Stateroom Steward/ess

Role Overview

As part of our Housekeeping team your job as an Assistant Stateroom Steward/ess is to provide guests with a professional, personalized housekeeping service at all times onboard in accordance with Viking's STAR Service Standards

- You will be reporting to the Assistant Executive Housekeeper
- You will be expected to work on a 10/3 rotation (10 weeks on board and 3 weeks off on vacation). Please note that rotation lengths vary based on staffing and operational needs onboard Viking Mississippi

Role Expectations

- Work alongside the designated Stateroom Steward/ess to assigned areas (bathrooms, balconies, corridors, etc), and report deficiencies for repair and maintenance
- Clean assigned areas (bathrooms, balconies, corridors, etc.) according to health policies
- Stock and maintain lockers
- Handle guest complaints and provide additional services (laundry, shoeshine, etc.)
- Follow health, safety, and security procedures
- Participate in luggage duty, training, and company activities
- Uphold impeccable grooming standards at all times by complying with Viking's Image and Uniform Standards
- Demonstrate outstanding flexibility: able to work at different times of the day, under pressure and always reflect a positive can-do attitude and the best image of Viking
- You will be expected to consistently arrive on time and be prepared for work
- Other tasks and responsibilities may be assigned at leaders' discretion based on operational needs

About you

- 2+ years' experience as an Assistant Stateroom Steward/ess or similar at a 5-Star hospitality environment; shipboard experience is an advantage
- Excellent knowledge of all public health policies and able to work with various chemicals and cleaning tools
- Guest-focused, service-oriented, positive personality, professional appearance and impeccable hygiene standards, must be able to deal with confidential information with competence and discretion
- Must have a keen eye for cleanliness and attention to detail

Mandatory requirements & at will employment:

- U.S. Citizen or Permanent Resident (green card) to work onboard the ship, as required by federal regulations
- Ability to satisfactorily pass a pre-employment drug test. Viking Mississippi is a drug-free and alcohol-free workplace
- Must be 21+ years old, physically fit and in good health to meet the demands of an intense shipboard role; must be able to carry heavy items and stand, kneel, and bend for prolonged periods of time
- Viking Cruises is an At-Will Employer. As such your employment with Viking is a voluntary one and is subject to termination with or without cause or notice, at any time by you or Viking. Nothing in this document or in any oral or written statement shall be interpreted to conflict with or limit the right to terminate employment at will

FLSA (Fair Labor Standards Act) Status: Seamen Exempt