



Executive Housekeeping Manager

POSITION SUMMARY:

Supervise daily work activities of cleaning personnel to ensure guest rooms and public spaces are clean and orderly. Assign duties, inspect work, and take corrective action as needed. Maintain supply inventory in adherence with budget as well as managing the labor budget amongst three sub-departments. Screen potential applicants, train new employees, and recommend dismissals.

ESSENTIAL JOB FUNCTIONS:

1. Communicate effectively (both written and verbally) to provide clear direction in assigning and instructing three sub-departments (room attendants, janitorial attendants, and laundry attendants)
2. Plan, organize, and monitor staff activities to ensure compliance with quality assurance standards set by hotel, which requires continuous visual inspection of guest rooms and public space areas including bathrooms, restaurant, lounge, meeting rooms, guest rooms, and event spaces
3. Assign workers their daily duties and inspect work for conformance to prescribed standards of cleanliness
4. Maintain adequate supplies for efficient operation of department while maintaining costs of operations are in conformance with budget
5. Oversee training to insure adherence with policies and procedures and to demonstrate use and maintenance of equipment
6. Provide training, counseling, and performance evaluations for department. Take disciplinary actions when policies are not followed.
7. Investigates complaints regarding housekeeping service and equipment. Take corrective action as needed.
8. Distribute and delegate workload to guarantee maximum production and guest satisfaction with minimum outlay of expenses in terms of labor and materials. Adjust the schedule as needed due to business needs
9. Manage finances of housekeeping operations including budget and inventory controls. Analyze data and adjust as needed to labor and supplies in relation to hotel financial forecasts and budget.
10. Screens job applicants, hires new employees, recommends promotions, transfers, and dismissals when necessary
11. Performs cleaning duties in cases of emergency or staff shortage
12. Ensure proper usage of chemicals and cleaning supplies by monitoring usage, providing complete training for employees and ensuring proper labeling of hazardous supplies in accordance with hotel Hazmat program
13. Plan and conduct staff meetings. Attend various other related meetings to obtain and disseminate pertinent information
14. Evaluate condition of furniture, fixtures, decor, equipment, etc. and communicate any repairs to engineering in a timely fashion
15. Ensures the proper maintenance of all equipment; plans for repair and/or replacement of used and damaged equipment
16. Update department policies & procedures, job descriptions, and departmental reports
17. Create weekly department schedule
18. Approve timecards after completion of every pay period
19. Create and coordinate annual projects (including winter deep clean, rotating mattresses, extracting guest rooms and guest floor hallways)

JOB QUALIFICATIONS:

1. Knowledge of basic sanitation requirements/controls and applications of relevant chemicals
2. Ability to lift and/or move 30 pound objects to include but not limited to supplies, furniture, etc
3. Basic mathematical skills to prepare calculations for financial reporting.
4. Ability to communicate verbally and in writing to complete the daily room attendant worksheet, basic forms for lost and found, and requests of days off
5. Ability to communicate with supervisors, co-workers, and guests regarding assignment of duties and safety concerns
6. Ability to communicate with guests regarding their room service, questions about the hotel, and general knowledge of Walla Walla (i.e: be able to give directions)
7. Possess a positive attitude toward our guests, our employees, and our company
8. All other duties as assigned by management
9. Must be available to work weekends.
10. Minimum Three years previous supervisory skills manage housekeeping operations
11. Ability to coordinate and cooperate with other departments regarding housekeeping services/activities
12. Ability to learn and utilize the hotel's property management system

GROOMING:

1. All employees must maintain a neat, clean and well-groomed appearance.

PHYSICAL REQUIREMENTS:

1. Standing, walking on various surfaces
2. Bending, twisting, lifting, pushing and pulling, kneeling and grasping
3. Reaching overhead
4. Occasionally required to lift 30lbs

ENVIRONMENTAL SETTINGS:

1. Adhere to company property and department safety standards and procedures always
2. Update MSDS binder in Laundry Room with current chemicals
3. Understand operation of equipment and tools
4. Provide Accident Reports in case of injury

SUPERVISOR:

The Executive Housekeeper will report to the General Manager