

Executive Housekeeper

SUMMARY/OBJECTIVE

The Executive Housekeeper supervises all housekeeping employees, plans and assigns work assignments, trains newly recruited employees, audits and inspects housekeeping personal work assignments, and requests supplies.

JOB RESPONSIBILITIES

Reasonable accommodation may be made to enable individuals with disabilities to perform the job responsibilities. The Executive Housekeeper:

1. Cleans and inspects rooms daily.
2. Directs housekeeping staff and commercial laundry with quality, and on schedule.
3. Evaluates safe work practices in job performance reviews.
4. Maintains the care and use of supplies, equipment, etc. and the appearance of housekeeping areas, and performs regular inspections of resident areas and rooms for sanitation, order, safety, and proper performance of assigned duties.
5. Assures that housekeeping staff follows established safety regulations in the use of equipment and supplies at all times.
6. Inspects storage rooms, utility, and janitorial closet, etc., for upkeep and supply control.
7. Requisitions all housekeeping supplies and equipment and maintains adequate inventory levels to provide a clean, safe, and comfortable environment.
8. Recommends to the General Manager budgetary amounts to meet the equipment and supply needs of the department.
9. Develops and maintains written policy and procedures for housekeeping and laundry services and activities with other related units.
10. Communicates with other unit supervisors to adequately plan housekeeping services and activities.
11. Coordinates housekeeping/laundry services and activities with other related units.
12. Coordinates and monitors guest moves and responds to guest requests promptly and according to policies.
13. Reports maintenance deficiencies to the maintenance technician and/or the General Manager.
14. Coordinates repair needs with the General Manager and the maintenance department.
15. Performs deep cleaning tasks and special projects as needed.
16. Completes all brand specific training within the brand's allotted time.
17. Responsible for achieving and exceeding the guest satisfaction score.
18. Keeps the business functions of the company confidential including, but not limited to, financial status, customer/guest information, employee issues, etc.
19. Other duties as assigned: *Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*

COMPETENCIES

1. Customer/Client Focus
2. Time management
3. Thoroughness
4. Teamwork orientation
5. Results driven.
6. Problem solving/analysis.

SUPERVISORY RESPONSIBILITY

The Executive Housekeeper manages all employees of the housekeeping department. The Executive Housekeeper is also responsible for the performance management of active employees as well as the interviewing process of new applicants within that department.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

While performing the duties of this job, the employee frequently interacts with guests and other personnel. The employee is occasionally exposed to infectious waste, diseases, various medical conditions, etc., as well as cleaning chemicals.

PHYSICAL DEMANDS

- Be able to bend, reach, kneel, push, and stretch and lift and/or carry up to 35 pounds.
- Can stand/walk on feet for 8 hours and work in a restrictive space/environment.
- Must have eyesight enabling vision both near and far.
- Must be comfortable using a step stool or ladder.
- Must be able to use/lift arms for up to 8 hours.
- Must be able to handle heat and stress.
- Must speak in a clear, understandable voice; hear at a basic level; and understand English.
- Must be able to write.

SCHEDULING EXPECTATIONS

The Executive Housekeeper usually reports to work prior to housekeeping staff and usually the last to leave in said department; however, the General Manager reserves the right to assign the Executive Housekeeper to other shifts. There is also frequent weekend work and the occasional holiday work.

REQUIRED EDUCATION AND EXPERIENCE

High school diploma OR GED certificate

Must be legally authorized to work in the United States

What we offer:

We offer our work family competitive pay and hotel employee travel perks. You will also get to be a part of a team that challenges, mentors, and encourages you during your career!