



The Housekeeping Manager reports to the Director of Guest Experience. This is a full-time salary (exempt) position. The Housekeeping Manager shall further the mission of the Claggett Center through the leadership and execution of cleaning, conditioning, and preparing the property for guest use, including, but not limited to:

1. DEPARTMENT LEADERSHIP (50%)

- a. Ensure and maintain cleanliness, service, and product quality standards of guest rooms, public spaces, restrooms, offices, and banquet/meeting/conference rooms in accordance with federal, local and company health, sanitation and safety standards.
- b. Leadership of all Housekeeping operations to include, but not limited to, systems use and management, inventory control, department management, policy and procedure implementation and enforcement, and meeting participation and facilitation.
- c. Recruit, train, and supervise housekeeping staff, including scheduling, mentoring staff, and assisting with annual performance evaluations.
- d. Schedule staff and assign daily tasks, and ensure quality from all employees.
- e. Respond to concerns and grievances from direct reports. Keep Director of Guest Experience apprised of employee concerns. Make recommendations regarding housekeeping department personnel matters.
- f. Develop training procedures and training shift supervisors in the implementation of consistent training for employees.
- g. Place orders and communicate directly with outside vendors and contractors relating to housekeeping needs and services.
- h. Ensure the safety of the housekeeping department, Claggett workplace and guests by maintaining working knowledge of industry standards regarding safe use of products and equipment as well as reporting property deficiencies to the Director of Guest Experience or Maintenance Director.
- i. Participate in appropriate staff meetings (i.e. weekly logistics meeting), training events, and leadership activities.

2. HOUSEKEEPING TASKS (50%)

- a. Ensure and maintain cleanliness, service, and product quality standards of guest rooms, public spaces, restrooms, offices and banquet/meeting/conference rooms
- b. Clean guest rooms, meeting rooms, and public spaces: vacuuming, edging, dusting furniture and fixtures, making beds and disinfecting touch points.
- c. Change and replenish bed linens, towels and guest amenities, as needed.
- d. Clean bathrooms: scrubbing and disinfecting toilets, showers, sinks, mirrors, floors, replenish supplies.
- e. Perform deep cleaning tasks
- f. Dispose of trash and recyclables.
- g. Stock, maintain and transport housekeeping supply cart on a daily basis.
- h. Respond to guest requests in a timely, friendly, and efficient manner.
- i. Check for items left by guests and deliver them to lost and found.
- j. Use appropriate equipment as trained on and approved by Director of Guest experience
Complete any and all tasks assigned by Director of Guest Experience
- k. Model the Claggett Center's standards for high quality and efficient work.

3. OTHER

- a. Participate in various training programs including, but not limited to Task Specific Equipment, Disinfecting and Sanitizing/Bloodborne Pathogens, CPR, and First Aid. b. Fill in for or assist other Claggett Center departments as necessary.

Qualifications & Requirements

The ideal candidate will have sufficient experience in housekeeping in a commercial workplace (and/or equivalent hospitality experience) to complete the mission of the housekeeping department through the execution of cleaning, conditioning, and preparing the property for guest use. Additional qualifications include the following:

1. Hold high standards in cleanliness of the spaces
2. Self-starter that can work both independently and collaboratively.
3. Work efficiently, moving from one task to the next with minimal wasted effort.
4. Courteous, approachable, and responsive demeanor when working with colleagues and the public.
5. Dependable, professional behavior.
6. Discretion and the ability to maintain the integrity of sensitive and confidential information.
7. Comfortable working in a faith-based community.
8. Be in good physical condition--bend, lift, reach, push, carry and sustain repetitive motions; stand, walk, climb steps and work on their feet for extended periods of time.
9. Physically able to move large objects such as: carts, machinery and large bags of linen.
10. Valid driver's license and reliable transportation.
11. Willingness and availability to work flexible hours, evenings, and weekends as necessary.