

Job Description: Housekeeping Supervisor
Department: Guest Services
Reports to: Housekeeping Manager
FLSA Status: Non-Exempt



Position Summary: The Housekeeping Supervisor will oversee the work activities of a team of housekeepers to ensure clean, orderly, and attractive rooms at Fort Worden including assigning duties, inspecting work and investigating complaints regarding housekeeping service. The Housekeeping Supervisor acts as the Housekeeping Manager on his/her days off and will function as a Housekeeping Lead as needed. This position will also take periodic inventories, screen applicants, train new employees and recommend dismissal. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to fellow employees and vendors while maintaining a professional and friendly demeanor. The role maintains a thorough knowledge of The Fort and all of its grounds, products and services as well as awareness of other roles and responsibilities throughout the organization.

Principal Duties and Responsibilities

- Fill in for the Housekeeping Manager on his/her days off or other Housekeeping positions as needed
- Responsible for house inventory and informing Front Desk if coffee, tea, games etc. are gone so the guest can be charged for them
- Assisting with interviews and training of new housekeepers
- Track deep clean check lists to insure completeness
- Support the Housekeeping Manager in monitoring team members' performance, reporting any training requirements
- Support housekeeping manager in managing absence, conduct and performance issues
- Act as role model to the Housekeeping team, demonstrating best practice at all times
- Obtain list of rooms to be cleaned immediately and list of prospective checkouts or discharges to prepare work assignments.
- Assign housekeeping leads their duties and inspect work for conformance to prescribed standards of cleanliness, assuring team work and coordination of efforts among staff in accomplishing tasks
- Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Monitor and control inventory stock to ensure adequate supplies
- Training new employees and making sure they use the equipment and materials properly
- Motivating, developing, and directing people as they work identifying the best people for the job
- Organizing, Planning and Prioritizing work. Develop specific goals and plans to prioritize, organize and accomplish your work.
- Coordinate work activities among departments
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance
- Investigate complaints regarding housekeeping service and equipment, analyzing information and evaluating results to choose the best solution and solve problems; bring solution to Manager of Housekeeping

- Identify the developmental needs of staff and coach, mentor, or otherwise help staff to improve their knowledge or skills
- Perform day-to-day administrative tasks such as maintaining information files and processing paperwork
- Make recommendations to improve service and ensure more efficient operation
- Step in for other housekeeping staff as needed
- Attend staff meetings as needed
- Other duties as assigned by manager or other management

Minimum Qualifications

1. High School Diploma or GED equivalent
2. 2-3 years of housekeeping experience and/or training in custodial work
3. 1-3 years of experience in leading or supervising the activities of other staff preferred

Knowledge, Skills, and Abilities

1. Demonstrated ability and desire to lead and train a team while maintaining harmony and high morale
2. Calm and clear thinking ability to handle problems or crisis in a highly professional manner
3. Superior customer service at the core
4. Can work on own as well as part of a team
5. Performs work well with accuracy, speed and attention to detail
6. Ability to convey information and ideas clearly
7. Able to evaluate and select among alternative courses of action quickly and accurately
8. Willing and able to work evenings, weekends and holidays
9. Ability to maintain confidentiality of guest information
10. Clear and thorough communication skills
11. Ability to follow directions thoroughly and work with minimal supervision
12. Available for flexible scheduling to meet the needs of the department
13. Ability to lift and move 25 pounds repetitively

Key competencies

Key competencies include planning and organizing, attention to detail, integrity, honesty, confidentiality, listening and communication, customer focus, information collection and monitoring, problem analysis and resolution, reliability, adaptability, efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable. As a Lead at the Fort you are also held accountable for our Management Principles: communicate, lead, achieve, delegate, improve, mentor and inspire.

To Apply

Email your resume to HR@fortworden.org.