

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



Position Summary: The Housekeeper Lead supervises the work activities of housekeepers to ensure clean, orderly, and attractive rooms at Fort Worden including assigning duties, inspecting work and investigating complaints regarding housekeeping service. This position will also take periodic inventories, screen applicants, train new employees and recommend dismissal. The Housekeeper Lead is responsible for the vehicle that they are assigned including cleaning, coordinating maintenance and fueling. 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

- Obtain list of rooms to be cleaned immediately and list of prospective checkouts or discharges to prepare work assignments.
- Assign housekeepers their duties and inspect work for conformance to prescribed standards of cleanliness, assuring team work and coordination of efforts among staff in accomplishing tasks
- Monitor and control inventory stock to ensure adequate supplies
- Acknowledge and greet guests in public spaces with a warm, friendly greeting
- Clean rooms, including dusting, vacuuming, changing bed linens, cleaning bathrooms, kitchen areas, shampoo carpets and upholstery (occasionally), empty and clean trash containers, move furniture and cushions before vacuuming, sort, wash, load and unload laundry, restock room supplies such as drinking glasses, soap, towels etc.
- Check all appliances in rooms and report items that need maintenance of repair
- Realign furniture and amenities according to prescribed layout
- Respond to guest queries and requests with a friendly and helpful demeanor
- Respond to calls for housekeeping problems such as spills, broken glasses, new towels etc.
- 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 supervisor or other management

Minimum Qualifications

1. High School Diploma or GED equivalent
2. 3 years of housekeeping experience and/or training in custodial work
3. 1 year 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.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.

Employee (Print Name)

Employee Signature

Date

Housekeeping Lead

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting			x		
Walking				x	
Standing				x	
Running			x		
Bending or twisting				x	
Squatting or kneeling				x	
Reaching above shoulder level				x	
Climbing (e.g. ladders)			x		
Driving cars, light duty trucks			x		
Driving heavy duty vehicles			x		
Repetitive motion of hands/fingers				x	
Grasping with hand, gripping				x	
Lifting/carrying 10-25 pounds				x	
Lifting/carrying 26-50 pounds				x	

	NA	NE	O	F	C
Lifting/carrying more than 50 pounds			x		
Pushing/Pulling				x	
Using Foot Controls			x		
Work in/exposure to inclement weather		x			
Work in/exposure to cold water		x			
Exposure to dust, chemicals or fumes			x		
Work/live in remote field sites		x			
Use of hazardous equipment (e.g. guns, chainsaws, explosives)		x			
Swimming, scuba diving		x			
Work at heights (e.g. towers, poles)		x			
Exposure to infection, germs or contagious diseases			x		
Exposure to blood, body fluid, or potentially contaminated materials			x		
Exposure to needles or sharp implements		x			
Use of hot equipment (e.g., ovens)			x		
Exposure to electrical current		x			
Seeing objects at a distance			x		
Seeing objects peripherally			x		
Seeing close work (e.g., typed print)			x		
Distinguishing colors			x		
Hearing conversations or sounds				x	
Hearing via radio or telephone				x	
Communicating through speech				x	

	NA	NE	O	F	C
Communicating by writing/reading				x	
Distinguishing odors by smell			x		
Distinguishing tastes			x		
Exposure to wild/dangerous animals		x			
Exposure to insect bites or stings		x			
Work/travel in boat/small aircraft		x			
Exposure to aggressive/angry people	x				
Restraining/grappling with people		x			
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date