

POSITION DESCRIPTION

JOB TITLE: Housekeeping Manager

DEPARTMENT: Housekeeping

REPORTS TO: Facilities Director

ESSENTIAL PURPOSE: To assist the Facilities Director to manage departmental staff and operations, to ensure the cleanliness, safety, and aesthetic appeal of the hotel.

ESSENTIAL DUTIES:

- To hire, train, schedule, support, review, discipline, and terminate Housekeeping employees, to maintain highest possible levels of employee morale and department productivity.
- To track expenses using check book.
- To use On-Track to create weekly schedules according to the budget.
- To organize and execute special projects, as assigned, meeting pre-determined goals for quality and completion.
- To develop, motivate and inspire the Housekeeping staff.
- To conduct and track monthly linen inventories.
- To conduct weekly Safety Meetings, quarterly Safety Trainings and monthly property inspections.
- To act to resolve conflicts and problems that arise with and amongst the Housekeeping staff.
- To conduct routine inspections and walk-throughs of all assigned areas.
- To review weekly schedules for Coordinators, Inspectors, and Room Attendants.
- To establish and control inventory of department materials, including guest amenities, cleaning supplies and office supplies.

- To participate in Surf & Sand Resort's MOD program and attend resort functions as directed.
- To accept personal responsibility for the condition of all VIP rooms prior to occupancy, including special attentions provided for repeat guests.
- To ensure that affected operating departments have accurate information regarding rooms, including status, condition, and maintenance needs.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all Housekeeping staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To conduct departmental safety training for all new Housekeeping staff.
- To handle, store, and label all hazardous substances according to State and Federal regulations.
- To ensure proper handling, storage, and labeling of all hazardous chemicals used by Housekeeping employees, in accordance with state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Bachelor's degree in Hotel or Business Management, or equivalent experience, required. Spanish language ability preferred. Must have two years Housekeeping management experience in a resort of comparable quality, or comparable industry environment. Familiar with OSHA, including OSHA's Bloodborne Pathogen Standard, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Requires knowledge of current state and federal safety regulations. Experience in hotel industry accounting procedures, and labor and supply controls. Word or comparable computer proficiency preferred. Valid California driver's license required. Proof of personal automobile insurance coverage required.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity.

WORKING CONDITIONS: Works primarily indoors, in temperature-controlled, clean, and well-lighted office, guest rooms, and public areas. Bi-level structures. Extensive facility. Occasional exposure to outdoor weather conditions. May be exposed to noise from laundry room equipment adjacent to office. Minimal exposure to hazardous substances and fumes.

PHYSICAL DEMANDS: Stands/walks approximately 80% of shift. Sits at desk or in meetings approximately 20% of shift. Frequently required to move objects weighing up to 30 lbs. over moderate distances. Bends, stoops, reaches, pushes, and pulls to perform routine job tasks, including personally inspecting guest rooms daily. Uses personal computer approximately 20% of shift. Must be flexible to work long, sometimes irregular hours. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact guest service and hotel maintenance schedules. Poor decisions may result in dissatisfied guests and loss of revenues, due to lack of follow-through, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____

Supervisor signature

Date: _____