

# Hotel/Group Housing Housekeeping Lead 2021 – Part-time, hourly-non-exempt



Lakeside Chautauqua | 236 Walnut Ave., Lakeside, OH 43440 | lakesideohio.com | employment@lakesideohio.com

This is a year-round position located on the Marblehead peninsula within the Hospitality Department with mostly day hours. This individual will work in a fast-paced environment as part of a team that cleans up to 125 hotel rooms and group housing.

Ideal candidates are physically active and high energy persons with a positive attitude. Ability to work as part of a team and have good listening skills is a must. Candidates should have prior Hotel Housekeeping management experience. The Housekeeping Lead reports directly to the Hotel General Manager.

## ESSENTIAL DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

- Interacts positively on a continual basis with Hotel Front Desk to ensure excellent service to our guests
- Observes and reports any safety violations or staff problems directly to the Hotel General Manager and ensures compliance with accident prevention programs, health and sanitation regulations to achieve a high level of cleanliness and guest satisfaction
- Responsible for supervising and training the staff that cleans the following facilities: Hotel Lakeside, Fountain Inn, Wo Ho Mis, Hilltop House and Annex, Cabins, Erie Guest House, Administration Offices and public spaces in facilities that are designated to the Hospitality Department
- Inspect rooms on a regular basis prior to being released for guest check-in
- Responsible for the opening and closing of the Hotel Lakeside each spring and fall
- Prepare staff schedule to control labor costs and maximize guest service and submit schedule to Hotel General Manager on a biweekly basis
- Review Housekeepers timesheets and submit to Hotel General Manager
- Be highly visible, hands-on cleaning and Housekeeping Lead that is involved daily in supervision/inspection of all housekeeping staff and facilities. Will be asked to perform daily housekeeping duties if short staffed
- Promotes maximizing revenue and minimizing expenses when purchasing supplies.
- Prepares a pre-season and post season inventory for the Hotel General Manager
- Follow all written and verbal detailed directions from Hotel General Manager
- Show attention to detail and uphold the highest quality cleaning standards
- Display effective time management in the performance of duties
- Show ability to work independently when called upon to do so
- Take care of guests' needs in a timely and efficient manner
- Other duties as assigned by Hotel General Manager

## MANAGEMENT RESPONSIBILITIES

Manages housekeeping staff and is responsible for consistency in service and presentation. Is responsible for directing, coordinating, and evaluating of housekeeping staff personnel. The Housekeeping Lead will direct Lead responsibilities in accordance with the organization's policies, procedures and applicable laws. Responsibilities include training employees, holding regular huddle meetings, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems. The Housekeeping staff and Leads will report to the Housekeeping Lead.

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## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## LANGUAGE SKILLS

The ability to completely understand, read, analyze, and correspond reports. The ability to present effectively information and communicate professionally with department managers, board members, clients and the general public.

## REASONING ABILITY

Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hand to finger, handle or feel, reach with hands and arms, climb or balance, stoop or kneel, talk or hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee may occasionally lift and/or move more than 50 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to wet, cold, humid, hot, very hot, conditions and may be required to work outdoors. There is occasionally the requirement to move mechanical parts, handle properly toxic or caustic chemicals; there can be a risk of electrical hazards and the employee must use extreme caution and use appropriate safety procedures when necessary. The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Please note: this job description is a work in progress. It may change with experience and input from key staff members. Other duties may be assigned to or deleted from this position as needed.**

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Housekeeping Lead Signature

Date

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Hotel General Manager Signature

Date

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