



Job Description

Position Title: Housekeeping Assistant Manager

Effective: 7/15/2024

Reports to: Housekeeping Manager

Supervises: Housekeeping staff in conjunction with Housekeeping Manager

Status: Full-time; Hourly; Non-exempt

Essential Functions: Under the supervision of the Housekeeping Manager, the Housekeeping Assistant Manager directs and controls housekeeping operations and staff.

Essential Duties:

The essential duties are as follows:

- Establish and promote the highest standard of customer service. Ensure guests feel welcome upon arrival to Montreat and upon check in to their room.
- Provide clean and orderly housing and public spaces on campus that reflect company standards.
- Inspect assigned areas to ensure company standards are met.
- Manage many priorities and demands; problem solve, support staff, and perform the duties of a housekeeper when required.
- Continue to develop and refine departmental teamwork and cross training.
- Oversee the distribution of necessary information to all affected departments regarding occupancy and room status.
- Support the Housekeeping Manager with administrative tasks.
- Report to Manager or Director of Rooms on any supplies needed and items of concern.
- Submit work orders for things that need maintenance attention
- Develop and motivate employees with positivity; lead by example.
- Maintain a safe working environment.
- Provide regular performance feedback to staff.

Requirements:

- Able to maintain a high level of integrity and professionalism.
- Able to be courteous and enthusiastic and present a neat, pleasant, and professional appearance and demeanor.

- Able to set an example of a positive work ethic and attitude.
- Able to implement North Carolina health codes.
- Possess a valid driver's license
- Able to work a flexible schedule including evenings, weekends, and holidays.
- Able to work productively under pressure and meet deadlines.
- Able to lead others to complete tasks in an effective and timely manner.

Physical Demands:

- Able to climb stairs, walk, and stand for extended periods of time and function in an active work setting with fluctuating temperatures.
- Able to bend, stretch, and lift moderate weight (50 lb.).

Competencies:

- Ability to work well independently and meet deadlines.
- Ability to communicate effectively.
- Ability to plan and prepare for assigned tasks.
- Ability to follow directions and work cooperatively with others. Teamwork is essential.
- Exhibit fine attention to detail.
- Ability to use critical thinking and resources to solve problems.

Employee Signature:

Date:

Supervisor Signature:

Date: