Job Description

Position Title: Executive Housekeeper
Effective: 10/1/2026
Reports to: Rooms Department
Supervises: All housekeeping staff
Status: Exempt; Salaried
Schedule: Full-time; Year-round

Essential Functions: The Executive Housekeeper is responsible for the overall leadership, management, and daily operations of the housekeeping department. This position establishes and maintains high standards for cleanliness, guest service, safety, efficiency, and employee performance across all housekeeping operations. The Executive Housekeeper provides direction and support to housekeeping team members, manages departmental resources and budgets, and ensures that guest accommodations, facilities, and work areas are consistently maintained to established standards.

Essential Duties:

The essential duties are as follows:

- Direct and oversee the daily operations of the entire Housekeeping Department, including all housekeeping areas, facilities, guest accommodations, and related services.
- Establish, communicate, and maintain the highest standards of cleanliness, presentation, safety, organization, and guest service.
- Provide leadership and direction to all housekeeping employees, ensuring that responsibilities and expectations are clearly communicated.
- Ensure that housekeepers have the tools, information, training, and support necessary to effectively manage their assigned areas and employees.
- Conduct regular inspections of guest rooms, lodges, common areas, facilities, and other assigned spaces to ensure established cleanliness and maintenance standards are consistently met.
- Establish effective systems for monitoring room and facility status and ensure accurate and timely communication with other departments.
- Coordinate housekeeping operations with Front Desk, Arrangements, Maintenance, and other departments as needed to support an efficient and positive guest experience.
- Develop staffing plans and schedules that appropriately support occupancy, operational needs, events, and seasonal fluctuations.

- Manage the selection, hiring, onboarding, training, development, and performance management of housekeeping employees in accordance with organizational policies and procedures.
- Develop and maintain a strong culture of teamwork, accountability, professionalism, and mutual support throughout the Housekeeping Department.
- Establish and maintain effective systems for inventory control and procurement of linens, cleaning supplies, equipment, and other housekeeping materials.
- Ensure that housekeeping equipment, supplies, and work areas are properly maintained, organized, and used appropriately.
- Maintain a safe working environment and ensure employees are trained in appropriate safety practices and procedures.
- Ensure compliance with applicable North Carolina health codes, organizational policies, and established housekeeping procedures.
- Respond to guest concerns and operational issues promptly and professionally, working with appropriate departments to resolve problems.
- Perform housekeeping duties periodically and as necessary to support the department, meet deadlines, and maintain operational standards.
- Perform other duties as assigned.

Requirements:

- Demonstrated experience managing or supervising housekeeping operations, preferably in a hotel, lodge, resort, inn, or similar hospitality environment for at least one year.
- Ability to lead and manage a department with multiple levels of staff and supervisory responsibility.
- Ability to establish and maintain high standards for cleanliness, organization, guest service, and employee performance.
- Strong organizational and administrative skills, including proficiency in Microsoft products such as Outlook, Excel, and Word, file-sharing, and other computer skills
- Experience with hotel reservation software, demonstrated ability to read and understand various reports, and the knowledge to translate this information into actionable items for housekeeping staff.
- A demonstrated understanding of how housekeeping interacts with and supports all other operations and missional goals of a hospitality organization. Ability to communicate effectively with employees, supervisors, guests, and other departments.
- Maintain a high level of integrity and professionalism.
- Maintain a courteous, enthusiastic, neat, pleasant, and professional appearance and demeanor.
- Set an example of a positive work ethic and attitude.
- Implement applicable North Carolina health codes and organizational safety standards.
- Work productively under pressure, manage competing priorities, and meet deadlines.
- Work a flexible schedule, including evenings, weekends, holidays, and other times dictated by operational needs. a flexible schedule, including evenings, weekends, holidays, and other times dictated by operational needs.

- Operate a 15-passenger van and possess a clean driving record.

Physical Demands:

- Ability to climb stairs, walk, and stand for extended periods of time.
- Ability to function in an active work environment with fluctuating temperatures.
- Ability to bend, stretch, reach, and perform repetitive physical tasks associated with housekeeping operations.
- Ability to lift and carry moderate weights, up to approximately 50 lb.

Competencies:

- Strong leadership and supervisory skills.
- Communicate effectively with employees, supervisors, guests, and other departments.
- Organize, prioritize, and manage multiple responsibilities.
- Work independently and meet deadlines.
- Strong attention to detail and commitment to quality.
- Develop and maintain effective systems and processes.
- Coach, motivate, and develop employees.
- Work cooperatively with others; teamwork is essential.
- Use critical thinking and available resources to solve problems.
- Make sound operational decisions and respond effectively to changing circumstances.

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Employee Signature: Date:

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Supervisor Signature: Date: