

**Job Title:** Housekeeping Supervisor

**Division:** Facilities

**Reports to:** Facilities Manager

*The Housekeeping Supervisor at Capon Springs and Farms will lead a goal-oriented department to provide our guests with a clean, comfortable environment. In this role you will oversee the daily operations of the housekeeping department to ensure the highest standards of cleanliness and guests' satisfaction.*

*Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at [www.caponsprings.net](http://www.caponsprings.net).*

### **Key Areas of Responsibility:**

- Lead, plan, and organize the daily operations of the housekeeping department including scheduling staff based on guest count and assigning duties.
- Supervise the housekeeping staff and ensure rooms and public areas are clean, sanitized and ready for guests.
- Conduct random inspections of rooms and buildings after cleaning.
- Train and mentor co-workers to improve their knowledge and skills.
- Maintain linen inventory and ensure all buildings are stocked with fresh linen and supplies.
- Order, receive, and stock supplies and maintain adequate inventory levels.
- Communicate the policies and procedures of the department to staff to ensure safety and consistency.
- Assist with spring cleaning operations to include scheduling staff, ordering supplies, and ensuring all buildings are ready for guest occupancy.
- Notifies the maintenance supervisor of any repairs or preventative maintenance needed.
- Interact with guests and address issues or concerns in a timely manner.
- Participate in department interviews and provide feedback to the HR department concerning staffing needs.
- Review and approve staff time and make corrections as needed.
- Performs daily administrative tasks such as maintaining information files or processing paperwork.
- Communicate regularly with other departments to coordinate department needs.
- Other duties as assigned by the facilities or general manager.

**Education:**

- High School diploma or equivalent preferred.

**Experience:**

- Previous supervisory experience in a similar field is preferred.
- Experience in a resort or hotel housekeeping or commercial cleaning field is a plus.

**Knowledge and Characteristics:**

- Supervisory experience and the ability to delegate and oversee work assignments.
- Valid driver's license required due to operating company vehicles.
- Ability to multi-task in a fast-paced environment while maintaining a high level of attention to detail.
- Strong written and verbal communication skills.
- Ability to lift 25 lbs. and be physically able to perform the duties of the position.
- Computer skills including Microsoft Word, Excel, and Outlook.
- Ability to maintain a positive and productive working relationship with other team members, managers, and departments.

**Terms of Employment:**

This is a full-time, seasonal position from early to mid-March through mid-November. Must be able to work a flexible schedule based on department and company needs including weekends, evenings, holidays and overtime as needed.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.