

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.

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 year-round, benefit eligible position. Must be able to work a flexible schedule based on department and company needs including weekends, evenings, holidays and overtime as needed during the season with a more flexible schedule in the off season.

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.