

HEAD HOUSEKEEPER – JOB DESCRIPTION

JOB SUMMARY:

The housekeeping supervisor will be responsible for the supervision & control of cleaning & servicing for all resident suites, hallways, lobby washrooms, dining room carpet, & public areas in a timely and efficient manner.

KEY DUTIES AND RESPONSIBILITIES:

1. Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
2. Investigates complaints regarding housekeeping service and equipment and takes corrective action.
3. Obtains and assigns a list of rooms to be cleaned immediately.
4. Conducts training to explain policies, work procedures and to demonstrate use and maintenance of equipment.
5. Inventories stock to ensure adequate supplies. Conducts list if supplies to be ordered by Chef and ensures order will arrive.
6. Makes recommendations to improve service and ensures efficient operations. Liaise with General Manager and Maintenance and notify them of areas/equipment in need of attention.
7. Ensures that all resident suites and public areas are serviced and cleaned daily.
8. Ensure that staff are coached and trained to perform their duties effectively.
9. Ensure that adequate supplies of cleaning materials are available for day staff and night staff.
10. Adheres to all VRS policies and procedures.
11. Performs other related duties as required.

QUALIFICATIONS:

Must be skilled at problem-solving, including being able to identify issues and resolve them in a timely manner.

Must possess strong interpersonal skills.

Must be able to prioritize and plan work activities to use time efficiently.

Must be organized, accurate, thorough, and able to monitor work for quality.

Must have the ability to establish and maintain good interpersonal relations by displaying tact, courtesy and patience with applicants, residents, and staff.

EDUCATION/TRAINING:

High school graduation or equivalent.

WHMIS Certificate.

EXPERIENCE:

At least 3 years of housekeeping experience.

1 year of working in a supervisory/managerial role.

PLEASE SEND RESUMES TO: molly@vrs.org



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PERSONAL:

Must be able to speak English fluently and communicate effectively both verbally and in the composition of written materials.

Must pass a Criminal Record Check.

WORKING CONDITIONS:

May be exposed to waste, infectious waste, diseases, conditions, etc. that are consistent with housekeeping.

Must be able to lift, push, pull and move a minimum of 25 pounds.

SCHEDULE:

Monday to Friday, 8:00am-4:00pm

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