



Job Title: Housekeeping Manager
Department: Guest Services
Reports To: Sr. Guest Services Manager
FLSA Status: Non-exempt
Effective Date: May 1, 2023

The White Oak property is located along the St. Mary's River in northeast Florida. The property is home to the White Oak Conservation Center, a state-of-the-art conservation center that works to save rare species and wild places, as well as lodges, offices and recreational buildings that host guests and conferences. Students have the opportunity to experience wildlife conservation first-hand through professional training programs and immersive conservation experiences.

Position Purpose

To provide exceptional service to White Oak guests and co-workers in implementing and performing all housekeeping duties. The Housekeeping Manager position oversees the operations of the housekeeping department and is a quality control inspector for our property.

Responsibilities and Tasks

The essential duties and responsibilities of this position include the following. Other duties may be assigned.

Overseeing Housekeeping Standards, Operations and Team:

- Develops and implements housekeeping systems and procedures.
- Develops and implements employee recruiting and retention plans.
- Supervises daily housekeeping shift operations and ensures compliance with all housekeeping and labor policies, standards, and procedures.
- Schedules employees to meet business demands and tracks employee time and attendance.
- Develops and tracks department budget; purchases and manages supplies, equipment, and uniforms.
- Monitors individual performance; communicates areas that need attention and follows up to ensure employees understand expectations and parameters.
- Manages team performance, including training and performance evaluations.
- Celebrates successes and recognizes the contributions of team members.

Day-to-Day Duties and Responsibilities:

- Organizes and implements detailed work assignments for the team.
- Plans, organizes and briefs housekeeping staff on the shift and coordinates activities ensuring the highest standards of hygiene are maintained.
- Allocates staff to various areas to ensure maximum efficiency of performance and optimum utilization of resources.
- Ensures the required standard of cleanliness and maintenance of all lodges, public areas, laundry room, staircases, public and back of the house areas is always maintained.
- Personally inspect and implement an effective housekeeping inspection program for all guest lodges and public facilities.
- Works closely with the Housekeeping Team, Leads, Supervisors, Guest Relations, Maintenance and Conference & Events Coordinator to ensure all tasks are completed, effectively, on time and to the required standards.

- Maintains the specified linen, cleaning materials, and guest supplies stock in designated areas, ensuring that linen is in good condition, correctly pressed and stain free.
- Maintains proper inventory levels to ensure adequate supplies while managing cost.
- Reports, records, and follows up on maintenance issues in all lodges and facilities to ensure that they are thoroughly cleaned and functional. Including recommending repairs and replacements to the Sr. Guest Services Manager.
- Manages WO pest control service contract, reports and follow ups with Exterior Maintenance.
- Ensures the department leads the charge regarding recycling efforts and environmental initiatives.
- Completes any special assignments as directed by the Sr. Guest Services Manager.

Providing and Ensuring Exceptional Customer Service:

- Responds to and manages guest problems and complaints.
- Monitors feedback and participates in the development and implementation of corrective action plans to improve guest satisfaction.
- Empowers employees to provide excellent customer service.
- Emphasizes guest satisfaction during all departmental meetings and strives for continuous improvement.

Minimum Qualification Requirements

- High School Diploma or equivalent plus four years housekeeping experience preferably in a managerial role in a luxury hotel environment.
- Customer service experience required.
- Intermediate to advanced MS Office experience
- Knowledge of inventories, scheduling and productivity management required.
- Ability to understand and follow oral and written directions.
- Ability to communicate effectively both orally and in writing.
- Ability to work extended hours, weekends, and holidays.
- Ability to operate without direct supervision and be self-motivated, persistent, confident, tenacious, and take pride in work.
- Efficient time management; ability to manage multiple priorities to meet deadlines; and ability to be fast and flexible – multitask.
- Dependable, trustworthy, and neatly groomed.
- Attentive to detail
- Florida or Georgia Driver's license required.
- Must pass pre-employment drug test and may be asked to complete background check.

Physical Demands and Working Conditions

Physical Demands:

Standing and walking for extended periods of time.

Occasional bending, kneeling, or crouching.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing, and pulling object(s) weighing up to fifty pounds.

Environment:

Indoor/outdoor environment subject to changing conditions and temperatures exceeding 90 degrees at times.

Changing priorities and interruptions.