

Spruce Lake Retreat

Environmental Services Housekeeping Lead

Type: Full-time / Salary

Department: 400 Operations SL

Position Description

The Environmental Services Housekeeping Lead (EVS Housekeeping Lead) is a working supervisor for the housekeeping team. The EVS Housekeeping Lead is responsible to set and monitor work pace and priority based on daily occupancy as well as to assist in completion of room turn process, projects and inspections to ensure quality standards.

Prerequisites:

- Growing personal relationship with Jesus Christ
- Must affirm and be living/modeling our statement of faith and core values
- Must have a teachable spirit, team-player attitude, and servant heart.
- Must be responsible, industrious, hospitable, and enthusiastic.

Accountability: Accountable to the EVS Manager

Supervision: EVS Housekeeping Technicians and volunteers

Qualifications

- Minimum of 2 years of professional housekeeping experience
- Supervisory experience
- Effective interpersonal communication skills, both verbal and written
- Computer skills including email, basic word processing and spreadsheets
- Available to work early mornings, evenings, rotating weekends and holidays
- Self-motivated, detail oriented and organized
- Highschool diploma or GED

Physical Requirements: Physically fit: able to stand and walk for long periods of time, lift 35 lbs., perform repetitive motions with arms, wrists, shoulders and to bend, kneel and stretch.

Essential Responsibilities:

- Meets weekly with EVS Manager to set strategies and priorities
- Collaborate with EVS Manager to ensure EVS Housekeepers are trained in proper method of cleaning and sanitation.
- Provide timely communication with guest services and facilities departments regarding guest room and common areas occupancy status according to policy.
- Ensures guest rooms and common areas are clean, safe and in orderly condition
 - Supervise and perform daily guest room and common area cleaning duties
 - Supervise and perform deep cleaning duties
 - Sweep, mop, scrub, or vacuum floors
 - Gather and empty trash
 - Clean windows, mirrors and hard surfaces, dust and polish furniture, walls and fixtures
 - Clean, scrub, sanitize restroom floors, fixtures, mirrors, partitions, and restock supplies
- Maintain and store cleaning solutions and equipment
- Ensure guest lost items are secured and administered according to policy
- Notify guest services of any property damage and facility team of any repair needs
- Promote a positive work culture by modeling Spruce Lake core values and promoting “3 Steps of Service”.

Other Responsibilities:

- Attend and promote participation in weekly staff prayer meeting
- Attend weekly host meetings
- Attend and/or lead daily team huddle