

Spruce Lake Retreat

Environmental Services Manager

Type: Full-time / Salary

Department: 400 Operations SL

Job Summary:

The Environmental Services Manager (EVS Manager) is responsible for ensuring a positive, clean, safe and healthy work environment and guest experience. EVS Manager collaborates with Director of Operations to hire, train, and lead the environmental services team. The EVS Manager ensures that each department has the resources they need to do their job well, that the environmental service employees maintain quality standards and provides leadership and guidance where necessary.

Prerequisites:

- Growing personal relationship with Jesus Christ
- Must affirm and be living/modeling Spruce Lake 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 Director of Operations

Supervision Environmental Services Team Leads (housekeeping, operations, laundry, and volunteers)

Qualifications

- One year of hospitality operations experience
- Supervisory experience
- Effective communication skills, both verbal and written
- Ability to work effectively in a team environment
- Knowledge of commercial/hospitality cleaning processes and procedures
- Basic math, reading and computer skills including Microsoft office suite and databases
- Self-motivated, detail oriented and organized.

Physical Requirements: Physically fit: able to stand and walk for long periods of time, to lift 50 lbs., to perform repetitive motions with arms, wrists, shoulders and to bend, kneel and stretch.

Essential Responsibilities

- Build, manage, train and coach an effective and efficient environmental services team
- Communicate regularly with Director of Operations, guest service and facility teams.
- Coordinate employee work schedules to ensure appropriate staffing in response to guest occupancy and requirements
- Oversee and schedule regular cycles of deep cleaning of all facilities based upon guest occupancy
- Maintain adequate inventory of cleaning supplies and effective equipment
- Oversee and schedule cleaning of all employee offices and workspaces
- Provide quality of excellence through daily inspection of service areas
- Report all damages, lost and found or unusual occurrences immediately to the appropriate department or Director of Operations.
- Maintain a positive work culture by modeling Spruce Lake core values and promoting “3 Steps of Service”.

Other Responsibilities

- Lead daily team huddles including regular team prayer
- Attend and promote participation in weekly staff prayer meeting
- Member of the weekly host meetings