

Spruce Lake Ministries ~ Spruce Lake

Environmental Services Manager

Type: Full-time / Salary / Exempt

Department: 400 Operations SL

Job Summary:

The Environmental Services Manager (EVS Manager) is responsible for leading the EVS Housekeeping and EVS Operations teams to ensure a positive, clean, safe and healthy guest experience and work environment. EVS Manager collaborates with the Spruce Lake Director to hire, lead, and train the environmental service teams. The EVS Manager ensures that EVS team members have the resources they need to execute tasks efficiently and effectively, providing leadership and guidance where necessary. The EVS Manager is a member of the Spruce Lake Leadership Team.

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 Spruce Lake Director

Supervision: EVS Housekeeping and Operations Teams

Qualifications:

- Supervisory experience.
- Effective communication and problem-solving skills.
- Relationship and team building skills and experience.
- Basic computer skills including Microsoft office suite and databases.
- Self-motivated, detail oriented and organized.
- Hospitality operations experience preferred.

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 effective and efficient EVS teams.
- Communicate regularly with the SL Director, guest service and facility teams.
- Maintains a consultative relationship with Pinebrook's Operations Manager.
- Oversee employee work schedules to ensure appropriate staffing in response to guest occupancy and requirements.
- Oversee 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 regular inspection of service areas.
- Report all damage, lost-and-found or unusual occurrences immediately to the appropriate department or director.
- 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