

Mountain Laurels Housekeeping

Job Description: Housekeeping Manager

Mountain Laurels Housekeeping seeks to hire and retain quality employees. This position is physically demanding work that must be done with respect to property owners wishes. Punctuality, time-management, customer service and attention to details are key elements of this position. Work is performed unsupervised and the successful candidate must demonstrate a high degree of trust and good judgement. In addition, this position is responsible for field-training and supervising others. This is a non-exempt position. Hourly wages dependent on experience, skills and qualifications.

Essential Skills and Qualifications

Knowledge of and experience in cleaning and sanitizing rooms to varying levels to meet requirements. Ability to read, write and follow written instructions with a focus on detail. Train employees on best practices, cleaning methods and how to use various pieces of equipment. Adaptable to different situations and change work processes to accommodate the customer's needs. Ability to both take criticism and give constructive criticism in order to make sure that they are meeting the needs of their clients for cleanliness and sanitation standards. Demonstrate superior customer service skills to employees to ensure Mountain Laurels Housekeeping builds trusting business relationships, which includes reliability, organizational skills, integrity and honesty. Maintain high energy levels to ensure assigned jobs are completed on time. Possess superior time-management skills so that other employee appointments and jobs are always on time. Understand and use GPS maps on a smart phone or other device to locate jobs.

Job Duties

- Participates on the hiring committee and reports any employee concerns to the Operations & HR Managers.
- Train employees in the company standard operations and best practices
- Supervise a team of 8 housekeepers to ensure company policies are always followed
- Takes reports of any damages or repairs and files the claim forms
- Maintain a log and secures all lost and found items
- Ensure a high-level of customer service is always performed
- Assist customers with requests and questions as necessary
- Perform service recovery as needed to retain customers and ensure satisfaction
- Dusting and polishing furniture and fixtures
- Cleaning and sanitizing toilets, showers/bathtubs, countertops, and sinks
- Maintaining a clean and sanitary kitchen area
- Making beds and changing linens
- Washing windows
- Vacuuming and cleaning carpets and rugs
- Sweeping/vacuuming, polishing, and mopping hard floors

- Sorting, washing, loading, and unloading laundry
- Ironing clothing items
- Using any cleaning equipment such as vacuums, mops, and other cleaning tools
- Keeping bathrooms stocked with clean linens, toiletries, and other supplies
- Cleaning mirrors and other glass surfaces
- Emptying trash receptacles and disposing of waste
- Steaming and cleaning draperies
- Washing blinds
- Tidying up rooms
- Monitoring cleaning supplies and ordering more as needed

Working Environment and Physical Demands

- 85% of the time working indoors, occasionally without functioning HVAC
- 15% of the time working outdoors in all types of weather
- This is a physically demanding job with daily activities that include: standing, stooping, bending, kneeling, lifting, walking, carrying, pushing, pulling, climbing ladders and driving
- Working near or around different types of pets, which contributes to dust, dust mites, and odors from urine and feces
- Working with commercial chemical cleaners to clean and sanitize carpets, clothes, dishes, appliances, furniture and work surfaces
- Use required personal protective equipment and gear, such as: gloves, face masks, shoes, and hats
- Works under the assumption that clients are always watching, either with cameras or in person

Required Education, Licenses and Equipment

- High School Diploma or GED is preferred
- Valid State Driver License of Class “C” or better
- Applicant must own or always have access to a reliable and lawfully registered vehicle
- Applicant must own an operational smart phone with a Directional Map application installed and know how to use the application

Supervision

This position works under the Operations Manager Position. The Operations Manager can have up to 10 Housekeeping Manager teams, therefore, the Housekeeping Manager works with minimal supervision from the Operations Manager and must demonstrate a high degree of independent thought and action. This position supervises and trains 8 housekeeper positions and must be extremely proficient in management, training, hiring, company policies and time-management. This position does not directly hire or fire employees but does participate in the process. The Operations Manager has the final decision to hire or fire.

To Apply

- Submit resume detailing your experience
- Submit a cover letter explaining why you would be a great fit
- Complete a notarized background check waiver
- Provide proof of eligibility to work in the United States
- **No phone calls, please! We get numerous phone calls regarding open positions.**
- For the fastest response, submit your request by mail or scan-to-email to:
 - drew@mountainlaurels.house