



Colorado Chautauqua Association

POSITION DESCRIPTION

May 2022

Housekeeping Manager

Association Mission and Values

The Colorado Chautauqua Association (CCA) is a 501(c) 3 Colorado non-profit corporation dedicated to preserving, perpetuating, and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social, and recreational experiences. The chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite, and enrichment are among the community benefits provided by the Colorado Chautauqua.

General Description

Housekeeping Manager is a full-time, benefited, exempt position responsible for supervising year-round and contract housekeeping staff, managing onsite laundry operation, ensuring quality controls for housekeeping functions, and communicating with the Facilities and Preservation function to schedule and coordinate repairs and maintenance on rental properties. Evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

Responsibilities

Management of CCA and Contracted Housekeeping Staff

- Responsible for hiring, training, and managing the performance of housekeeping staff and supervisors.
- Motivate, coach, counsel and discipline all Housekeeping personnel in collaboration with General Manager of Hospitality (GMH) and Human Resources (HR).
- Collaborates with GMH, to vet, hire and manage housekeeping contractors, and ensure that contracted services meet or exceed CCA's standards.
- Develops weekly staff work schedules within budgeted labor guidelines to ensure maximum productivity and revenue while maintaining service standards and quality.
- Arranges and communicates needs for contract labor weekly based on business need.
- Maintains ultimate control over Maestro report/notifications that identifies cottages as being vacant/clean/inspected and updates front desk on timely basis.

Training, Processes and Policies

- Establishes quality standards.
- Develop and implement training of all housekeepers and contact labor supervisors on standards while at the same time providing feedback on job performance.
- Supports and supervises an effective inspection program for all cottages/lodge rooms and public spaces.
- Investigates and resolves problems or complaints related to housekeeping functions.
- Maintain and monitor "Lost and Found" procedures and policies according to CCA standards.
- Establish and maintain key control system for housekeepers and housepersons.
- Working knowledge of safety processes and procedures to ensure public safety regarding bloodborne pathogens and pest elimination (e.g. bed bugs) and safe working conditions for housekeeping staff.

General Housekeeping and Laundry

- Conducts and maintains inventory of all linens, in-room amenities and cleaning supplies and place inventory orders when required.
- Works in concert with GMH to place large orders for linens, towels, cookware, etc. to ensure compliance with the budget and Chautauqua's Green Initiative.
- Manages on-site laundry operation to include quality control of bedlinens, banquets, terry, and standard operating procedures for area.
- Working knowledge of laundry equipment, chemical usage and proper care of linens
- Works closely with Facilities team to ensure that maintenance and repairs involving CCA's cottages/units and public buildings are completed timely.
- Participates in work order, property maintenance and project programs.
- Performs housekeeping duties when needed.

Payroll and Reporting

- Approves timesheets and invoices for CCA housekeeping and contract labor.
- Monitors guest service scores via reports and guest comment cards for cleanliness, addresses any issues immediately.
- Effectively budgets annually in a realistic, useful manner in areas of labor, supplies and capital expenditures. Complies with budget and labor forecasts.
- Responsible for updating Safety Data Sheets (SDS) for all chemicals used in the Housekeeping Department.

Other Duties and Responsibilities

- Participates in departmental meetings and continually communicates a clear and consistent message regarding the departmental goals.

- Maintain a professional working relationship with housekeeping staff, encourage collaboration and cooperation among team members, and other departments, and support team members with diverse styles, abilities, motivations and/or cultural perspectives.
- Develop and implement incentives and programs that promote positive team member relations.

Reporting Relationships

Reports to: General Manager of Hospitality

Supervises the following positions:

CCA Housekeepers, Housepersons, Housekeeping Lead/supervisor and contract labor service provider

Required Qualifications

Education

High School Diploma, College a plus

Required Experience

- 3-5 years of hotel/hospitality industry housekeeping experience, including at least two years in supervision/management, Executive Housekeeping or management role preferred.
- Conversational Spanish speaker.

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving- Identify and resolve problems in a timely manner; Develop alternative solutions; Uses reason even when dealing with emotional topics.

Customer Service- Effectively listening to understand, and clarify concerns raised by employees and guests. Approaching all encounters with guests and employees in an attentive, friendly, courteous, and service-oriented manner.

Interpersonal – Maintains confidentiality.

Teamwork- Contributes to building a positive team spirit.

Written Communication- Writes clearly and informatively; Able to read and interpret written information.

Oral Communications- Responds well to questions; Demonstrates group presentation skills.

Managing People- Available to staff; continually works to improve supervisory skills.

Organizational Support- Follows policies and procedures including, but not limited to, dress code policies, safety, attendance, etc.

Adaptability- Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability- Ability to work independently, with minimal supervision and to function effectively in fast-paced, time sensitive environment. Occasionally work long hours to achieve department goals.

Initiative- Asks for and offers help when needed.

Planning/Organizing- Prioritizes and plans work activities.

Professionalism – Treats others with respect and consideration regardless of their status or position.

Quality- Looks for ways to improve and promote quality.

Quantity- Strives to increase productivity.

Safety and Security- Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Technical Skills

Comfortable working on a computer.

Working knowledge of Microsoft Office (Outlook, Excel and Word), Internet Explorer.

Experience using property management system; Maestro, a plus.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions of this job. Duties require lifting and/or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

Other Requirements

- Must possess and maintain a valid Colorado driver's license
- Must be "hands-on" and assist in completing housekeeping work
- Available to work evenings, weekends and a flexible schedule as needed
- Able to work in adverse weather conditions
- Maintain professional dress code required for the position

Additional Qualifications

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualification associated with the job.