



Colorado Chautauqua Association

POSITION DESCRIPTION

November 2022

Housekeeping Supervisor

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

This position is assistant to the Housekeeping Manager (HM). The Housekeeping Supervisor is a full-time, non-exempt, benefited position. Responsibilities include hands-on oversight of the department's daily tasks, including but not limited to general housekeeping duties; private event set-up and breakdown, training and managing quality assurance; oversight of department and staff when Housekeeping Manager is off-duty, and consistently ensuring a high-quality visitor experience for CCA guests. Schedule flexibility, including weekend, holidays, and evenings are required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

Duties and Responsibilities

Supervision

- Provides oversight, training and mentoring of AM housekeeping team responsible for the cleaning of all guest accommodations (i.e., cottages and lodging rooms).
- Provides oversight, training and mentoring of PM housekeeping team responsible for the cleaning of all office buildings as well as cleaning and banquet set up for all private events.
- Maintain standards regarding uniform and appearances for housekeeping department.
- Assist with developing schedules and work assignments.
- Assist with the preparation of mid-term and annual performance reviews
- Acting "Manager on Duty" when Housekeeping Manager not on property.

General Housekeeping

- Manage laundry room.
- Assist with supply and linen inventories as needed.

- Maintain orderly and safe supply storage areas; Primrose, Columbine, and Cottage 200.
- Monitor supplies and keep ongoing list of supplies needed for weekly order.
- Report guest comments, suggestions, and concerns regarding the Housekeeping Department in a timely manner to Housekeeping Manager & Front Desk supervisor.
- Investigate and resolve problems or complaints related to housekeeping department.
- Communicate effectively with lodging office and facilities staff.
- Perform housekeeping duties as required.

Inspection / Reporting

- Assigns and inspects rooms/units according to Arrival/Departure reports;
- Complete all room inspections by 4:00 p.m. and provide timely communication of room status changes through utilization of the Property Management System.
- Provide feedback to housekeeping staff on job performance and ensure that quality standards are met.
- Maintain an accurate daily record (checklist/scorecard) for all public buildings & cottage/units.
- Coordinate inspection of all scheduled meeting rooms to ensure quality and cleanliness prior to event.
- Enter needed repairs/maintenance for all cottages and public space in a timely manner into the work order system.
- Follow up on all out-of-order rooms, review report to check for changes in check in /out to ensure timely addition back into inventory.
- File management of assignments and inspection sheets.

Other Duties and Responsibilities

- Be a hands-on supervisor, including bagging, stripping, and cleaning rooms when needed.
- Maintain constant and clear communication with Housekeeping Manager by carrying his/her radio and/or work portable phone at all times during the shift.
- Support safe working conditions and practices and ensure that housekeeping staff is trained on emergency and fire procedures.
- Maintain excellent rapport with staff and guests.
- Communicate effectively with lodging office and facilities staff.
- Investigate and resolve problems or complaints related to housekeeping department.
- Performs other duties as assigned from time to time by manager/maintenance.
- Attend and participate in all required meetings. Offer suggestions for improvements in systems, working conditions and supplies.
- Cross-train as Houseperson to include meeting and A/V equipment set-ups.
- Other duties as assigned by Housekeeping Manager.

Reporting Relationships

Reports to: Housekeeping Manager

May also take direction from: General manager, Hospitality Operations

Supervises: Housekeeping staff when Housekeeping Manager not on property.

Required Qualifications

Education

High School Diploma or equivalent

Experience

- 1 plus years of hotel/hospitality industry housekeeping experience
- 1 plus years supervisory experience

Knowledge, Skills & Abilities

- Excellent customer service skills
- Quality orientation and attention to detail
- Ability to work well within a team-environment, in which integrated efforts are required to meet goals and mission.
- Ability to work with diverse groups of people.
- Ability to function effectively in fast-paced, time sensitive environment.
- Required to have a valid state driver's license to operate on-site vehicles.
- Spanish speaker a plus.

Technical Skills

Requires use of voice mail, e-mail, and property communication devices. Basic knowledge of Office Suite products (Word, Excel, Outlook) desired.

Physical Requirements

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

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.