

POSITION DESCRIPTION

TITLE: Manager of Housekeeping Services – (Exempt)

Collective Bargaining - Ineligible - Managerial

Definition - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

The Manager of Housekeeping Services reports to the Assistant Vice President of Campus Operations and is responsible for planning, coordinating, and directing all the day-to-day operations related to the custodial and Set Up functions of the College, including basic custodial operations, ordering supplies and equipment, trash removal, training, and management of the housekeeping human resources.

The main objective of this position is to supervise the Housekeeping Department to ensure that the department operates and maintains its assigned equipment and follows accepted standards to provide a comfortable, clean and safe environment in classrooms, laboratories, dormitories, and office spaces on campus. This person must possess the skills required to negotiate and manage various custodial projects necessary within the daily operation of the College. Must be able to read and comprehend manufacturer's manuals, contract specifications, and suppliers' instructions for numerous cleaning products including their safe application.

The Manager of Housekeeping Services must have well-developed supervisory skills in organization and coordination of work, personnel administration, planning, and general knowledge of basic building systems. Must be able to use a personal computer and various software applications, including word-processing, database, and spreadsheets.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following and applying the policies and procedures as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.
- Develops, implements, and manages custodial policies and procedures which utilizes the full potential of the assigned human resources.
- Develops quality assurance plans to ensure that appropriate levels of cleanliness and material condition are maintained in College facilities.

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- Manages the Set-Up of campus events to ensure quality and timeliness of service
- Prepares formal and informal training plans for supervisors and employees in housekeeping.
- Prepares budgets for supplies and equipment required for housekeeping functions.
- Coordinates with other Physical Plant Work Centers for the timely repair of damaged facility assets that are adversely impacting on the safety, appearance, operation or cleanliness of the facility.
- Networks with customers on the status of housekeeping services in their facilities.
- Interviews, and makes recommendations for hiring, promotion, disciplinary action or termination of assigned staff.
- Completes personnel evaluations for assigned personnel and sets measurable and achievable goals and objectives for housekeeping personnel.
- Controls inventory of housekeeping supplies and equipment. Orders additional supplies and services as required to maintain housekeeping functions.
- Promotes safety awareness among all housekeeping staff members.
- Oversees the proper storage, handling, and disposal of domestic trash or debris, recyclable materials and expended cleaning supplies.
- Plans and schedules recurring as well as specific work requests for housekeeping services.
- Develops and maintains procedures for exigent work requirements occurring after normal work hours or on weekends.
- Integrates the latest technology and techniques for housekeeping services into the daily operations.
- Coordinates with the Interior Project Manager for the replacement of furniture and carpets as needed.
- Develops statements of work for the procurement of contractual services related to and in support of the housekeeping function.

KNOWLEDGE AND SKILLS REQUIRED:

- Must be able to effectively use a personal computer and various software applications. (See job summary.)
- Ability to effectively communicate orally and in writing.
- Ability to plan, estimate, and schedule a large and diverse workload.
- Ability to lead and motivate employees to consistently provide quality services.

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- Must have the sensitivity to recognize the myriad of fine details that enhance the overall appearance and cleanliness of the physical environment.

MINIMUM QUALIFICATIONS:

- Education: Associates degree in related field, bachelor's degree preferred.
- Experience: Minimum of five years experience in the housekeeping/custodial field with at least three years experience at the supervisory level. Emphasis is placed on high visibility and executive type office, lodging and dining facilities.
- Must possess a valid driver's license.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.