

Director of Housekeeping

TITLE: Director of Housekeeping

SUMMARY: Under the general supervision of the Executive Director, the Director of Housekeeping oversees all aspects of the housekeeping operations of Zephyr Point. This position is responsible for maintaining high standards of cleanliness, hygiene, and organization throughout our facilities, ensuring a safe and welcoming environment for our guests and staff. This position will prepare budgets, manage projects, and supervise staff to accomplish short and long-term goals of the organization.

STATUS: Full-time

CLASSIFICATION: Exempt

SUPERVISOR: Executive Director

DIRECT REPORTS: Directs full-time and part-time, year-round, and seasonal employees in the Housekeeping Department, normally between 10 and 15 employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

ON-SITE HOUSING: Negotiable

ESSENTIAL FUNCTIONS OF THIS POSITION

- A. Operational readiness of all guest accommodations with ability to meet guest expectations by maintaining a high standard of cleanliness and readiness of all facilities.
- B. Maintain a high level of customer satisfaction, performing in relationship to evaluations following each group's visit and transmitting results to applicable staff. Coordination and carrying out assignments as they relate to conference and rental services offered for guest accommodations. Responsible for setups and tear downs for group meeting and gathering spaces.
- C. Hire, train, and effectively supervise all housekeeping staff. Seek a high level of staff efficiency to maintain exceptional facilities, site, and equipment in clean, attractive, well-maintained, and safe condition.
- D. Schedule and document daily work assignments. Within budgetary guidelines, assume overall responsibility for efficient use of person power and resources for highest level of efficiency.
- E. In coordination with the Director of Finance, prepare an annual departmental budget, including plans for major improvements, repairs, and equipment needed in the Housekeeping Department.
- F. Aid in development of manuals, handbooks, etc., for the purpose of training and compliance with industry standards.

- G. Maintain schedule and records for systematic deep cleaning, laundering of bedding, etc., to keep facilities and accommodations at high level of operational integrity and quality.
- H. Maintain health, safety and sanitation standards as required by law.
- I. Be alert to unsafe conditions in lodging by prompt repairs or reporting to Directors.
- J. Maintain inventory, ordering, stocking, and maintaining housekeeping supplies.
- K. Store all equipment and supplies in an orderly fashion.
- L. Seasonal storage and readiness of equipment and systems.
- M. Perform in compliance with Zephyr Point policies, rules, and procedures.
- N. Maintain good relationships with all staff, leadership, and Board of Directors.
- O. Other duties as assigned*.

KNOWLEDGE, SKILLS, AND ABILITIES

- A. Ability to organize, delegate responsibility, train, support and encourage teamwork.
- B. Ability to exercise good judgment.
- C. Keen sense of time and priority management.
- D. Ability to carry out detailed plans, establish priorities, organize and process heavy volumes of work, and maintain a calm demeanor when dealing with people ranging in age and interests.
- E. Knowledge of understanding of relevant regulations related to health and safety standards.

QUALIFICATIONS

- A. At least five (5) years of experience in a management position in the hospital industry, conference center, hotel management or similar setting, required.
- B. High School Diploma, or equivalent, required.
- C. Valid Driver's License, required.
- D. Certification in Cardiopulmonary Resuscitation (CPR) by American Red Cross, required.
- E. Bachelor's degree in a related field preferred.
- F. Bi-lingual (English/Spanish) preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl, lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds.

The employee is occasionally required to sit, climb, or balance, or smell and to drive a motor vehicle in all weather conditions.

MENTAL DEMANDS

The essential functions of the position require the ability to read and write complex material, perform simple and complex math calculations, and the ability to perform simple and complex tasks; perform clerical functions, compile and analyze information; coordinate activities, supervise and instruct others; follow instructions, influence others, meet time requirements, memorization, problem solving through use of independent judgment and decision making skills.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment ranges from moderate to loud.

The employee is frequently exposed to moving mechanical parts and fumes or airborne particles.

The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; toxic or caustic chemicals; risk of electrical shock; risk of radiation from the sun; and vibration. May be exposed to blood-borne pathogens.

***The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center.** Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.

Zephyr Point Mission

Inviting all to experience God through education, exploration, & inspiration.

Vision

A center of excellence cultivating spiritual growth, recreation, and learning in an inclusive environment of natural beauty, hospitality, and peace.

Values

Serving with love

Creating community

Caring for and learning from Creation

Engaging the mind, refreshing the body, nurturing the soul Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Executive Director Signature _____ Date _____