



Job Opportunity

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Position:
Housekeeping Manager

Location:
Lemon Grove, California

Posting Date:
August 27, 2009

Description Salary Range: \$42,000 - \$56,000

Who We Are Looking For

Our unique environment requires employees with a spiritual nature who align themselves with our Mission, Values and Principles and who understand that as a 24/7 facility, there is a need to be open to a flexible work schedule, including weekends, evenings and some holidays. We are currently seeking an energetic, dedicated professional to join our Housekeeping Team as the **Housekeeping Manager**. This individual must have excellent customer service skills and a positive "can do," people person attitude with strong leadership and organizational development qualities. This position reports to the Executive Director.

Position Overview

Manage a staff of 12-15 in the Housekeeping Department to ensure the quality and cleanliness of the Retreat's facilities; while maintaining that they are in adherence with the mind, body and spiritual programs taught by Optimum Health Institute.

Responsibilities

- Oversee customer service duties performed by staff to ensure high hotel occupancy and high level of customer service to guests daily.
- Supervising the Housekeeping staff, including scheduling staff, coordinating and assigning work, training, and performance evaluation.
- Directly supervise and provide leadership to staff of 10-12 with the organizations policies and applicable laws.
- Ensure staff is properly trained in safety, customer service and housekeeping duties and have on-going and effective communication with guest and adherents.
- Responsible for interviewing, hiring, and training employees; Planning assigning and directing work; Rewarding and disciplining employee performance; Addressing and resolving complaints.
- Oversee daily housekeeping operations including reporting unsafe/hazardous conditions .and timely cleaning of all guest rooms by 4:00PM on Sundays.
- Perform room inspections and monitor the cleanliness of all public areas; Ensure proper infection control procedures and aseptic techniques are followed.
- Monitor housekeeping expenses and adhere to budget, maintain inventory, place orders for linens, cleaning supplies, and room furnishings.
- Prepare operational reports for management; all administrative tasks including timecards and correspondence in a timely manner.
- Respond promptly and appropriately to guests' needs and questions and provide exceptional service by engaging with guests.
- Handle grievances that are elevated to management to ensure high customer satisfaction and service.

Qualifications

- Must have exceptional customer service with strong verbal and written communication skills
- Minimum 10 years housekeeping experience in a fast paced hotel, resort, residential or healthcare environment
- Minimum 5 years of supervisory experience
- Must have superior English communication skills including speaking, reading and writing.
- Must be able to work flexible hours, including weekends & holidays.
- MS Office (E-mail, Excel and Word)

**We offer a rewarding non-smoking, drug-free work environment and a competitive benefits program.
Join a faith-based organization committed to your success.**

