

The Arlington Resort Hotel & Spa
JOB DESCRIPTION

Job Title: Executive Housekeeper
Department: Housekeeping
Reports To: Director of Rooms

Approved by Human Resources
Approved: 09/22/2022
Classification: Non-Exempt

Job Summary

The Executive Housekeeper supervises the daily operations of the housekeeping and laundry staff, promoting a safe environment and quality service to achieve maximum guest satisfaction, protection of assets and minimal expenses.

Essential Duties and Responsibilities

- Responsible for scheduling and evaluating staff.
- Plans daily housekeeping schedule and assigns duties.
- Develop and implement a standard of excellence that staff is completely trained to perform and expected to follow.
- Organize and set up deep cleaning projects.
- Identify and report maintenance related problems.
- Monitor guest complaints and take corrective action.
- Responsible for the cleanliness, appearance, and orderliness of entire hotel.
- Track operating costs in an ongoing effort to keep department in budget by making any necessary adjustments.
- Maintain inventory of supplies and linens.
- Effectively handles problems, including anticipating, preventing, identifying and solving problems.
- Recognize and correct conditions which may create security, fire, or accident hazards.
- Assist in housekeeping duties when necessary.
- Ensures rooms are placed Out of Order for carpet cleaning and holding for shampooing.
- Conducts random detailed inspections of guest rooms and public areas.
- Knowledge of Hotel Facilities and Events.
- Maintain a positive, calm, and cooperative work environment between staff and other departments.
- Must be flexible to work any shift, including weekends and holidays.
- Adhere to hotel's dress code policy.
- Perform other related duties as assigned.

Minimum Qualifications

- Five years' experience in housekeeping in a hotel with three years in a supervisory position.
- Strong leadership and motivational skills
- Detail oriented and organized.
- Ability to communicate effectively.
- Ability to handle stress in a fast-paced environment.

Executive Housekeeper

- Ability to multi-task.
- Ability to take direction.
- Basic computer and math skills.

Physical Requirements

- Standing and walking much of the time.
- Be able to reach, bend, and stoop.
- Ability to push/pull 75 pounds.
- Ability to climb stairs
- Ability to work in the heat.

Employee Acknowledgement and Agreement of Job Description

Employee Printed Name

Employee Signature

Date

Supervisor Signature

Date