

Job Posting



TO: All Hegg/Hospitality Employees
FROM: Sue Nuffer
POSITION: Executive Housekeeper
REPORTS TO: General Manager
DATE: May 5, 2014
STATUS: Full-time
LOCATION: SpringHill Suites & Courtyard by Marriott

POSITION SUMMARY:

The Executive Housekeeper is responsible for assisting the General Manager in performing all duties and functions required for efficient operation of this Hotel and Conference Center in alignment with Hegg Companies' Mission, Vision & Values. This position reports to the General Manager.

KRA I. PROPERTY OPERATIONS: Effectively manage entire Housekeeping Department to ensure all guests and associates are provided with a clean, attractive, well-maintained and secure hotel.

- I.1. Ensure high level of cleanliness in all guest rooms aligning with brand and hotel standards to also include in-house laundry.
- I.2. Provide a positive first impression of all public areas to include lobby, guest facilities, corridors, stairwells and elevators.
- I.3. Maintain a safe and secure environment for all guests and associates through best practices, commitment to safety and properly securing all areas.
- I.4. Ensure all equipment, inventories and physical assets are properly protected and defects are reported.

KRA II. PEOPLE MANAGEMENT: Effective placement, training, management and motivation of hotel staff in ways that generate high productivity, retention and morale.

- II.1. Ensure the effective hiring, training and development of housekeeping staff including thorough selective one-on-one coaching.
- II.2. Ensure the effective interdepartmental coordination in ways that enhance performance and morale.
- II.3. Demonstrate, align and appropriately represent the spirit of hospitality in accordance with the cultural values of Hotel.

KRA III. FINANCIAL OPERATIONS: Effectively working with General Manager to maintain expense controls in ways that are aligned with Hotel's financial goals.

- III.1. Ownership of staff schedules that match hotel-approved guidelines in accordance with forecasted occupancy and revenues.
- III.2. Control and manage inventories within guidelines and assist General Manager with purchase recommendations.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Minimum 1-2 years Hotel housekeeping supervisory experience required.
- Excellent analytical and decision-making skills.
- Proven supervisory management experience.
- Strong communication and time management skills.
- Proven training experience required to lead, train, develop and coach team to achieve their maximum potential.
- Good computer abilities to maintain an accurate and adequate product inventory, and to manage and maintain an accurate and current log of all room cleanliness.
- Exceptional follow-through consisting of strong organizational skills and time management.
- Consistently follow through with guest requests and feedback.
- Must be able to work flexible schedule, including some evenings, weekends and holidays if needed.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the Key Results Areas (KRAs) & Critical Tasks (CTs) of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the KRAs & CTs.

While performing the duties of this job, the employee is regularly required to sit, stand for extended periods and walk. The employee frequently is required to use hands to finger, handle, or feel objects; reach with hands and arms pushing, lifting up to 40 pounds, bending; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the Key Results Areas (KRAs) & Critical Tasks (CTs) of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the KRAs & CTs.

While performing the duties of this job, the employee regularly works in a hotel environment. The employee occasionally works in outside weather conditions and is occasionally exposed to fumes or airborne particles, body fluids and toxic or caustic chemicals.

Please send position interest to Sue Nuffer at 1300 West 57th Street, Sioux Falls, SD, or email to snuffer@heggcompanies.com