



Position Description
HOUSEKEEPING SUPERVISOR

Mission Statement: To provide spiritual renewal in a recreational setting emphasizing Bible teaching and worldwide missions

KEY RESULTS AREA

- In support of the Maranatha Mission statement, provide a clean and safe environment in all Maranatha guest rental facilities.

PRIMARY AREAS OF RESPONSIBILITY

- Provides satisfaction and comfort for guest lodging experience.
- Ensures guest satisfaction by providing servant leadership to housekeeping employees.
- Provides clean, comfortable rooms in all Maranatha guest facilities.
- Communicates in a timely manner with guests and staff.
- Provides Maranatha with a trained housekeeping staff able to complete all cleaning duties & and hygiene standards in all guest rooms.
- Functions as liaison between the housekeeping department and Guest Services management.

SECONDARY AREAS OF RESPONSIBILITY

- Ensures high housekeeping standards by hiring, scheduling and communicating with housekeeping employees. Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness. Establishes cleaning standards and procedures for work of housekeeping staff.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments. Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
- Evaluates records to forecast department personnel requirements. Improves service and ensures more efficient operation by training housekeeping employees.
- Oversees laundry function and linen supply as well as all necessary supplies and equipment utilized in the housekeeping process.
- Investigates complaints regarding housekeeping service and equipment, and takes corrective action. Coordinates and communicates with other departments.
- Orders supplies and works with vendors to receive competitive pricing.
- Creates housekeeping schedules and assigns duties within the allotted budget for labor hours.
- Works with outside services to insure competitive pricing and oversees their results to insure they meet Maranatha standards and within agreed time frame.
- Develops ongoing relationships with the residents and community to develop a strong volunteer base.
- Performs cleaning duties, and trains employees.
- Manages the lost and found system and establishes a communication process to return found items in a timely manner and log requests for items lost.
- Manages employees resulting in a positive staff morale.

RELATIONSHIPS & STATUS

- Department: Guest Services
- Serves: Retreat Guests, Summer Guests, Members and Leaseholders, Maranatha Staff, surrounding community
- Reports to: Guest Services Manager

- Supervises: Housekeeping part time staff and laundry attendant
- Status: Full-time
- Wage: Hourly
- Benefits: Full

DESIRED QUALIFICATIONS FOR POSITION

- Superior organizational skills.
- Effective verbal and written communication skills.
- Knowledge of office systems, software and protocol.
- Experience with and technical knowledge of guest reservation systems and services helpful.
- Hospitality industry experience helpful.
- A college degree or equivalent professional or technical training and experience preferred.

PHYSICAL DEMANDS OF POSITION

- The ability to perform work outdoors and/or indoors in a conference center environment.
- The ability to sit, walk and/or stand for extended periods of time.
- The ability to bend, stretch, reach with a full range of motion, and to lift moderate weights of up to thirty (30) pounds.
- Must be able, willing and available as needed to work a flexible schedule including weekends, evenings and overnight if necessary.

REQUIRED QUALIFICATIONS FOR EMPLOYMENT

- A clear testimony of personal salvation through the finished work of Jesus Christ.
- An ongoing demonstration of the Lordship of Jesus Christ in daily life.
- Agreement with Maranatha's Statement of Faith and enthusiastic support for Maranatha's Mission, Vision, and Purposes.
- A commitment to excellence, innovation, creativity, servant leadership and lifelong learning.
- A strong desire and motivation to provide guests and residents with the highest level of hospitality and service.
- The ability to work independently without direct supervision and to function effectively as a supportive team member.
- The ability to manage multiple tasks, prioritize effectively, solve problems and pay close attention to detail, and to work productively under pressure to meet deadlines.
- The ability to operate a variety of basic office equipment such as telephone, facsimile machine, copy machine, scanner, etc.

MINIMUM EXPECTED STANDARDS OF PERFORMANCE

- Effectively represents Jesus Christ and the ministry of Maranatha to those within both professional and personal spheres of influence.
- Demonstrates a high level of Christian integrity and professionalism.
- Demonstrates knowledge of Maranatha history, ministries, policies and procedures.
- Demonstrates character, competence and chemistry with Maranatha's staff and guests.
- Demonstrates a commitment to excellence in the performance of duties.
- Meets or exceeds established goals and objectives for personal performance, and contributes significantly to the successful fulfillment of the ministry's goals and objectives.

- Maintains positive work ethic and attitude, and conveys a pleasant outlook and disposition toward all guests and staff.
- Presents a neat and modest professional appearance.
- Consistently participates in staff meetings and devotions.