

Housekeeping Manager

The housekeeping workers need to be trained and led according to our mission, vision and values. Additionally, it is the challenge of the housekeeping supervisor to provide an optimum environment for the housekeeping staff. An environment which will enable them to perform their work in the best possible manner, and to continually develop their work skills, as well as personal competencies.

General Requirement

- Member of the Seventh-Day Adventist Church, in good and regular standing.
- Has an understanding of the medical missionary work and desires to advance that work through their time, talents, and example.
- Agrees to live by God's principles in all areas of the Christian life (health, dress, entertainment, etc.) as taught in the Principle classes at the Wildwood Institute.
- Agrees to support the mission of the institution and to abide by its policies and guidelines as stipulated in the Institution's Policy Handbook.

Education & Qualifications:

- Completion of a Health educator course
- Experienced in areas of customer service.
- Experienced in working in a team.
- Experience in the housekeeping department.
- Experience in management work is preferred.

Skills/Experience:

- Detail oriented and thorough.
- Computer, scheduling, & organizational skills.
- Reliable, dependable, neat, clean, and well groomed.
- Must be friendly, polite, and a team player.
- Current Driver's License
- Speaks, read, and writes English fluently.
- Work conditions will at times require determined discipline, as the attention of the housekeeping supervisor will be drawn in different directions. For this reason it is important that the supervisor exercises good time management, prioritizing tasks and writing lists. It should be remembered that we are serving people in this work, and that prioritizing their needs and concerns is most important.

- **Operational skills:** it is required that the supervisor should have good operational skills order to both effectively manage daily operations and policy deployment.
- **Customer service skills:** housekeeping is all about providing excellent quality of service to its guests.
- **Interpersonal skills:** the housekeeping supervisor should have good interpersonal skills. They must have the ability to relate to several people within a short time-span, as while supervising workers, they will be expected to communicate with their superiors, co-workers and guests.
- **Management skills:** this position requires good management skills where the manager can efficiently oversee and facilitate an orderly and encouraging work environment.
- **Scheduling and planning skills:** because the housekeeping supervisor must perform a number of tasks each day, thus planning and scheduling skills is a must. The supervisor must also be able to work with a well-structured system in order to better facilitate all activities in their department.

Job Responsibilities:

- Deliver excellent customer service at all times.
- Solving guests complains with promptness.
- Supervise housekeeping and laundry workers, making sure that they complete their tasks according to the required standards and time frame.
- Check all the different areas of work and make sure that everything is running smoothly.
- Make sure that staff know what they should do.
- Inspect the building regularly, and make sure that all areas are clean and orderly.
- Provide training for new staff.
- Work together and communicate on a regular basis with the different departments.
- Take care of all keys, materials, supplies etc.
- Manage and oversee all the supplies that come in and go out.
- Assist in cleaning when there is a need, or when short on staff.
- Update, adjust and optimize the housekeeping manual regularly.
- Keep the housekeeping “office” clean and in order.

Physical Demands

Prolonged periods standing and walking and frequently pulling, pushing, and bending.

Other Responsibilities

There are many departments that work together to provide the services that are offered at the Wildwood Lifestyle Center. Workers may be asked to help out in another department as needed (kitchen, switchboard, transportation, etc.)