



POSITION DESCRIPTION

Position: Assistant Executive Housekeeper

Job Code: 10161

Department: Housekeeping

FLSA Status: Non-Exempt / Full time

Reports To: Executive Housekeeper

Position Overview:

The Assistant Executive Housekeeper assists in the managing and directing of the day-to-day operations of all Housekeeping and laundry functions. Provides support to the Executive Housekeeper in all areas of Housekeeping operation, such as staff training, coaching and counseling and consistently inspects and enforces adherence to the Hay Adams Standards of Excellence. Participates in and enforces quality assurance for Housekeeping Department and department cost control measures. Makes certain the required LHW Brand Standards are achieved.

Essential Duties & Responsibilities

1. Attend or conduct pre- shift brief meeting at 8am daily.
2. Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.
3. To attract, motivate and retain staff. Provide leadership support and is readily accessible to staff.
4. Assist in interviewing, scheduling, training, development, empowerment, coaching and counseling of staff.
5. Conduct performance, salary reviews and progressive discipline.
6. Train staff by following OSHA and hotel guidelines for the safe handling of all housekeeping chemicals and equipment.
7. Review and monitor daily schedule to ensure enough coverage for that day
8. Refer and follow up on maintenance/equipment issues with Engineering. Work closely with the House call Engineer for simple and quick repairs.
9. Respond to and follow through on guest requests, concerns and problems to the guest's satisfaction.
10. Delegate assignments and supervise all staff, House Attendants, Room Attendants, lobby Attendants, turndown Attendants, Linen Room Attendants and Office coordinators.
11. Oversee work of contracted labor e.g. night cleaners and make consultation regarding general maintenance of public areas and Back of the House.
12. Monitor and perform inventories weekly / monthly. Ensure enough guest supply, linen supply and uniform.
13. Coordinate with the outside laundry to ensure that Room Linen/terry, guest clothing and staff uniforms are correctly processed and returned in a timely manner.
14. Manage operating expenses to minimize costs while still maintaining excellent guest services.
15. Assist with budgeting, forecasting and financial planning of the department.
16. Assist with scheduling and payroll cost controls, such as edit daily employee time card and enter employee schedule in the Kronos weekly

17. Supervise and conduct daily detailed inspection of guest rooms, public areas, Back of the House and outside of the hotel. Ensures compliance with the hotel's Standards of Excellence, health/sanitation standards and regulations.

Qualifications:

Education: A high school diploma is required and a B.A degree preferred.

Experience: Minimum 3 years of management experience with at least 2 years in Housekeeping management. Have working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, OSHA, wage and hour issues, and labor relations e.g. equal pay Act.

Supervisory Responsibilities: Supervise Office Coordinators, Room Attendants, House Attendants, linen Room Attendants, lobby attendants and Turndown attendant's. Must be able to communicate instructions effectively with staff members and create a fun and comfortable environment. Must balance constructive criticism with positive feedback.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

The Hay-Adams Hotel offers competitive salaries and excellent benefits, including medical, dental, vision and 401K retirement plan.

EEO Employer

Please submit your resume and cover letter to: hrmanager@hayadams.com or fax 202.639.9743