



Job Description Title:	Housekeeping Manager	Primary Supervisor(s):	Assistant General Manager
Department/Group:	Housekeeping	Travel Required:	Minimal
Location:	Various Grand Vue Park Facilities	Position Status (FT, PT, etc.):	Full Time
FLSA Classification:	Non-Exempt – Salary + Benefits	Physical Demands:	Moderate/Active – See Chart
Benefits:	Health Care included with a deduction based on coverage type; Retirement	General Work Day/Week:	(Monday through Sunday) Hours vary based on events. Be prepared for early starts and late finishes when necessary.
Education and Experience:	High School diploma . 3-4 years of previous experience in managerial housekeeping.		
Committee Assignments:	Culture Enhancement, Quality Improvement, Manage staff to provide a clean, safe, and enjoyable experience for the patrons of Grand Vue Park’s cabins and other facilities.		
Corporate Mission/Statement:		Company Values:	
It is the mission of Grand Vue Park to provide our patrons a safe and clean natural environment in a friendly and courteous manner; to offer comfortable lodging, educational and entertaining recreation and fun for families and friends. We remain deeply committed to serving our special constituency throughout Marshall County.			
Primary Responsibilities/Essential Job Duties:			
Responsibilities <ul style="list-style-type: none"> • Willingness to provide a positive guest experience • Scheduling housekeeping staff • Communicates Park policies & standards to employees • Consistently communicates park & department goals & objectives to employees • Encourages teamwork • Treats all employees with fairness & consistency • Responsible for budgeting the department • Deals honestly with employees and guests • Maintains lost & found items • Treats guest property with respect • Avoids use of negative language (verbal & non-verbal) • Accepts correction and/or instruction • Works at a rate sufficient to meet job demands • Seeks out work assignments • Shows initiative when solving problems • Able to teach others • Prompt in reporting to work • Have no unexcused absences 			



Minimum Qualifications

- Must have a valid driver’s license and reliable transportation
- Excellent leadership and management skills. Must be innovative and self- motivated.
- Excellent organization and communication skills and ability to perform a wide variety of tasks during busy, sometimes stressful times.
- Must maintain a high level of professional appearance and demeanor.
- Ability to work a flexible schedule, including weekends and holidays.
- Able to Use POS System

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking				X
Sitting		X		
Using hands to finger, handle or feel				X
Reaching with hands and arms				X
Climbing or balancing			X	
Stooping, kneeling, crouching, or crawling			X	
Talking or hearing				X
Tasting or smelling	X			
Driving		X		

This position is described as **moderate physical activity** performing lightly-strenuous daily activities of a housekeeping nature. This position requires lifting or carrying items up to 50 lbs. The work environment varies between both fast-paced and light/sedentary.

Equipment used: Cleaning products, vacuums, mops, dusters, etc.

WORK STYLES:

Adaptability/Flexibility: Job requires being open to change and to considerable variety in the workplace.

Attention to Detail: Job requires being careful about detail and thorough in completing work tasks.

Cooperation: Job requires being pleasant with others on the job and displaying a good-natured cooperative attitude.

Dependability: Job requires being reliable, responsible, dependable, and fulfilling obligations.

Demeanor: Job requires an energetic and pleasant personality.

Initiative: Job requires a willingness to take on responsibilities and challenges.

Integrity: Job requires being honest and ethical.

Stress Tolerance: Job requires dealing calmly and effectively with high stress situations.



KNOWLEDGE REQUIRED FOR THIS POSITION INCLUDES THE FOLLOWING:

Cleaning Services: Knowledge of handling and use of cleaning services/ products as well as cleaning techniques and proper care of products regarding chemical safety hazards.

Guest Services: Knowledge of principles and processes for providing guest services. This includes guest needs assessment, meeting quality standards for services, and evaluation of guest satisfaction.

English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to write and speak effectively with clients, visitors, and team members.

SKILLS REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Speaking: Talking to team members to convey information effectively and clearly.

Time Management: Managing one's own time and the time of others.

ABILITIES REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression: The ability to communicate information and ideas in speaking so others will understand.

Extent Flexibility: The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.

Trunk Strength: The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

Stamina: The ability to exert yourself physically over long periods of time without getting winded or out of breath.

Information Ordering: The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Near Vision: The ability to see details at close range (within a few feet of the observer)