

Housekeeping and Space Supervisor OLV Charities

POSITION SUMMARY

Maintains a clean, sanitary, comfortable, and tidy environment using safe best practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains all assigned areas in a clean and sanitary condition.
2. Listens and responds respectively to employees' queries and requests for housekeeping needs.
3. Maintains cleaning equipment in good working order.
4. Maintains a clean storage area for equipment and supplies.
5. Manages ordering of cleaning supplies.
6. Observes and reports any maintenance issues in a timely manner.
7. Functions as a team lead to guide decisions and delegate cleaning tasks to ensure timely and quality results amongst other housekeepers and contract housekeepers.
8. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to supervise direct report(s) and monitor and assess job performance.
2. Skilled at providing clear, timely feedback to others and coaching for performance results.
3. Ability to set and communicate expectations, set performance goals, and hold direct reports accountable to outcomes.
4. Skilled at training others.
5. Familiarity with all commercial cleaning products.
6. Strong interpersonal and customer service skills, with the ability to interact positively with others.
7. Detail oriented; pays attention to details to ensure spaces are prepared for use.
8. Organized and able to independently prioritize work.
9. Able to work under pressure.
10. Able to multitask and ensure duties are completed in a timely manner.
11. Excellent verbal and written communication skills.
12. Able to work independently or as a team member by demonstrating collaboration with internal, cross functional teams and internal/external customers.
13. Able to troubleshoot and problem solve issues proactively and in a timely manner.
14. Able to present a professional image and provide excellent customer service by assessing needs and providing assistance.
15. Able to take initiative and be responsive to potential issues and needs without instruction.
16. Skilled at interviewing and selecting talent.

17. Basic computer skills, with ability to write and respond to emails in Microsoft Outlook, and create documents in Word and Excel.
18. Able to enter data in work order system via smart phone, iPad, or computer.

EDUCATION AND EXPERIENCE

1. High School diploma or equivalent preferred.
2. 5+ years housekeeping experience required.
3. 2-3 years working with variety of cleaning products and following specific procedures in a diversity of settings preferred.
4. Additional cleaning procedure training is required; may be completed post-hire if necessary.

Pay range: \$24.00-\$26.00 per hour, based on experience

Email resume and cover letter to: olvc-careers@olvcharities.org

Or send cover letter with resume to:

OLV Charities

Human Resources Department

780 Ridge Road; Lackawanna, NY 14218