

**Job Description\***

**Job Title** Housekeeping Supervisor

**Department** Hotel

**Reports To** Housekeeping Manager

**FLSA Status** Non-Exempt

**JOB SUMMARY**

The Housekeeping Supervisor is responsible for assisting the Housekeeping Manager supervise all duties of the housekeeping department including housekeeping team members to ensure efficient and smooth operations resulting in exceptional guest satisfaction and feedback.

Responsibilities include; housekeeping staff training, inter-department communications, housekeeping staff scheduling, housekeeping payroll, resolving or directing guest and housekeeping staff concerns or issues. The Housekeeping Supervisor assists the Housekeeping Manager with the successful and effective direction and oversight of the housekeeping and laundry staff.

The Housekeeping Supervisor reports directly to the Housekeeping Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Ensures compliance with the Port Gamble S’Klallam Tribe of Indians- State of Washington Gaming Compact, Internal Controls, NIGC Regulations, and The Point Casino Policies and Procedures.
2. Assist the Housekeeping Manager in supervising, training, resolving issues/problems, coaching and counseling and directing the work of the housekeeping team members to ensure an optimal level of service and hospitality and a quality operation are provided to hotel and casino guests.
3. Maintain and inspire a friendly, cheerful and courteous demeanor at all times.
4. Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
5. Timely respond to guest and staff concerns.
6. Assist Housekeeping Manager prepare hotel housekeeping staff schedules and payroll.
7. Maintain compliance with the company policies, practices, procedures and safety standards.
8. Assist the Housekeeping Manager in supervising the day to day operation of the housekeeping department, the work activities, training and coaching of assigned personnel ensuring all team members perform in accordance with established hotel and property standards and core values and adhere to standard operating procedures.
9. Assist the Housekeeping Manager with ensuring all safety and security systems and procedures are followed to ensure health and safety of employees and guests.
10. Assist the Housekeeping Manager with ensuring that all mandated training programs are implemented and service standards executed.
11. Practice safe work habits, provide protective safety equipment, and adhere to MSDS and OSHA standards.
12. Confer and coordinate with other staff members to resolve operational problems and ensure coordination of property activities.
13. Investigate, resolve and respond to all guest complaints and concerns in a timely and courteous manner. Acts as a liaison between guests and housekeeping department to resolve any concerns or issues. Implement service recovery actions to remedy service failures.
14. Check, record, update and resolve pertinent comments in the front desk log.
15. Supervise the set-up, breakdown and cleaning of the hotel meeting facilities.
16. Interact with the food and beverage (F&B) staff to implement strategies to continually improve hotel F&B area cleanliness.
17. Work with all department partners to organize scheduling of services for event execution.
18. Assist the Housekeeping Manager to monitor and maintain housekeeping systems and equipment to ensure optimum performance.
19. Carry out job responsibilities in accordance with all applicable standard operating procedures
20. Demonstrate high ethical standards at all times, adhering to standards laid out in the Point Casino and Hotel’s Code of Ethics (Professional Conduct) policy.
21. Assists the Housekeeping Manager with meeting or exceeding budgeted sales and profit goals.
22. The Point Casino and Hotel expects the Housekeeping Supervisor to dress appropriately in professional housekeeping attire. Because this position will receive frequent visits from customers, clients, and the public, professional housekeeping attire is essential. Housekeeping attire for men includes shirts and pants that are typical of housekeeping attire at work. For women, housekeeping attire includes blouse, pants or skirts appropriate to housekeeping attire at work. Approved closed toe, non-slip safety shoes are mandatory, sandals or open toe/open heel shoes are not allowed.
23. Coordinate miscellaneous projects as directed by Housekeeping Manager. Responsible for special projects and programs as needed.
24. Maintain confidentiality of proprietary information and protect company assets.
25. Assist all departments in servicing the guests during high volume periods.
26. Obtain and maintain a Basic Life Support Certificate (CPR, AED, First Aid and Blood borne Pathogens) within 6 months of hire.
27. Perform other duties as assigned.

**Skills:**

**Leadership:** Provides supervision, direction, sets clear priorities, and clarifies responsibilities. Responds timely and appropriately to employee relations and other difficult issues. Coaches and develops staff by giving timely feedback, challenging assignments, and developmental opportunities.

**Interpersonal Skills:** Builds positive work relationships. Displays organizational savvy by understanding the agenda and perspective of others. Influences others through collaboration. Manages disagreements by bringing issues into the open in an attempt to resolve. Values diversity and shows appreciation for each person, regardless of the individual’s background (i.e. race, gender, age, disability, etc.).

**Organizational/Job Knowledge:** Possesses current knowledge to successfully perform the job; may be regarded as an expert in the technical/function area. Uses other resources when appropriate. Knows the business and understands the relevant issues to the organization.

**Organizational Strategy:** Operates and makes decisions that enhance the organization’s financial status. Defines the standards and emphasizes the need to deliver quality services and products. Anticipates and takes action to meet customer needs. Searches for ways to increase customer satisfaction.

**Teamwork:** Participates inbuilding strong teams committed to organizational goals. Creates an environment conducive to teamwork. Encourages collaboration among team members. Participates with the team to address relevant issues. Supports casino and hotel programs (training, marketing, employee recognition, etc.).

**Communication:** Communicates important information with others as appropriate. Speaks clearly, fosters open communication, listens to others, and prepares effective written communication.

**Self-management Skills:** Acts with integrity by building trust, showing consistency in behavior, values, and ethics, and following through on commitments. Demonstrates adaptability through confidence. Ability to adjust to multiple demands and priorities. Uses sound judgment.

**Administrative Skills:** Establishes plans and develops systems and processes. Coordinates work efforts, monitors progress and removes obstacles. Works efficiently by managing multiple demands and time. Meets deadlines (evaluations, programs, projects, requests, etc.).Uses time productively.

**QUALIFICATION REQUIREMENTS**

1. High School Diploma or G.E.D.
2. Minimum of 1 year experience in housekeeping operations (Gaming industry experience is a plus).

\*Subject to Change

1. Ability to work flexible hours, varied schedules and at times a six-day work week; to work under stress and with patience and tolerance as a means to maintain sufficient operational coverage.
2. Proven track record of team supervision, organizational and coaching skills.
3. Possess customer service, organizational, communication and multi-tasking skills.
4. Computer and calculator familiarity.
5. Able to successfully pass background check, attain and maintain a Class II gaming license issued by the Port Gamble Tribal Gaming Agency.
6. Internally motivated and detail oriented, flexible and adaptable to change.
7. Reliable, punctual, able to work a flexible schedule including days, nights, weekends and holiday and events and have reliable transportation. Able to work flexible hours, varied schedules and at times, a six-day work week; to work under stress and with patience and tolerance as a means to maintain sufficient operational coverage.
8. Possess excellent customer service relations, communications, and interpersonal skills both written and verbal.
9. Establish and maintain cooperative, trustworthy, directional working relationships with other employees.
10. Demonstrated time management and organizational skills.

**PHYSICAL REQUIREMENTS**

1. Frequently exerting up to fifty pounds of force and/or a negligible amount of force to lift, carry, push, pull, or otherwise move objects, including the human body.
2. Involves heavy lifting. Exerting up to 50 pounds of force.
3. Frequently involves standing for sustained periods of time.
4. Occasionally requires crouching.
5. Often requires walking or moving about to accomplish tasks.
6. Constantly requires working with fingers rather than with the whole hand or arm.
7. Constantly requires the ability to receive detailed information through oral communication, and to make fine discrimination in sound.
8. Constantly requires verbally expressing or exchanging ideas or important instructions accurately, loudly, or quickly.
9. Occasionally requires stooping which entails the use of the lower extremities and back muscles.
10. Occasionally requires reaching by extending the hand(s) and arm(s) in any direction.
11. Occasionally requires raising objects from a lower to a higher position or moving objects horizontally.
12. Constantly requires repetitive movement of the wrists, hands, and/or fingers.
13. Requires clear vision at 20 inches or less, the ability to identify and distinguish color and to adjust focus.

**TYPICAL ENVIRONMENTAL CONDITIONS**

The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions. The inside environment is often loud and stimulating. There is smoking permitted inside the casino facility

**TRAVEL REQUIREMENTS**

May be required for some positions

**ACKNOWLEDGEMENT STATEMENT**

NKDC and its entities are “at will” companies. This means that the employee or the Company may terminate employment at any time and or any reason. Management has the exclusive right to alter this job description at any time without notice. The document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, not is it intended to be an employment agreement or contract.

By signing below, both employee and supervisor acknowledge that this Job Description will provide the basis for general duties and responsibilities related to the job, and associated evaluations thereof.

Employee Signature Date

Employee Name (Please Print)

Supervisor Signature Date

Supervisor Name (Please Print)

*NKDC and its entities are committed to having a drug and alcohol free work environment.*