

Position Description: Housekeeping Manager

Effective Date: 06-07-2021

Reports to: Director of Sales and Operations

This is a full-time, salary position located at the Schoodic Institute at Acadia National Park in Winter Harbor, ME.

About Schoodic Institute:

Schoodic Institute is a 501(c)3 non-profit organization and a primary partner of the National Park Service (NPS) and center for inspiring science, learning, and community for a changing world.

As a modern field station of the NPS we support a diversity of research and researchers in Acadia National Park. Our campus is a vibrant destination on the Schoodic Peninsula for a broad range of groups, meetings, retreats, and conferences.

Primary Responsibilities:

Primary duties include management of the housekeeping department ensuring guest rooms and campus facilities are kept in a clean and orderly condition. Primary duties also include hiring seasonal housekeeping staff, training, staff reviews, scheduling staff hours, managing a budget, as well as participating in the cleaning process and management of cleaning supplies.

Duties Include:

- Foster a positive work environment with the housekeeping team and establish high standards of service as well as support of the staff.
- Motivate, manage and train staff.
- Must have a keen eye for details. Identify deficiencies and establish a plan to remedy them.
- Develop weekly staff schedules to align with campus activities. Work is dictated by business and will include early mornings, nights and weekends.
- Work closely with the Sales/Operation team to coordinate housekeeping and operations activities or needs.
- Review reservation system regularly to monitor check-ins and check-outs for staff cleaning schedules.
- Update reservation system to indicate units that are clean and ready for occupancy.
- Report any facility deficiencies to the appropriate SI staff member and follow up to ensure they have been addressed.
- Communicate effectively with operations staff with any guest request, special requests, and any other guest issue that needs to be addressed.
- Inspect rooms daily to ensure that quality is being maintained by the housekeepers and our guests are receiving a stellar product.
- Oversee the smooth operation of morning, afternoon, and night shifts as applicable.
- Maintain cleaning stock inventory, initiate ordering of cleaning supplies, paper products, lodging furnishings and stock while adhering to a budget.
- Supervise and control the stocking of linen closets, amenities, chemicals, and linens

- Assist Operations staff with the collection of guest keys and guest evaluations as applicable.
- Maintain records of all lost and found items and initiate owner identification and return when possible.
- Ensure MSDS and OSHA regulations and safety precautions are followed and updated as needed.
- Work to maintain a future plan, budget and coordinate campus wide improvements on an ongoing basis.

Skills and Knowledge Required:

- OSHA and MSDS procedures and standards
- Team player
- Outstanding guest relations/customer service
- Proactive problem solver
- Excellent management and interpersonal skills
- Computer proficiency, particularly Microsoft Excel and Word.
- 3-5 years prior experience in a similar housekeeping management position
- Maine State Driver's License

Physical Effort:

The work requires some lifting and relocation of material/equipment to various campus facilities, typically up to 50lbs. Considerable walking, stooping, bending, stair climbing and arm movement is required. Some movement of furniture or lifting may be necessary. Due to the widespread location of campus facilities the employee is required to move back and forth and around campus in an expedient and timely manner.