

# CONFERENCE SERVICES

## *Housekeeping Supervisor*

### SUMMER JOB

### PRIMARY FUNCTION

This position is a summer internship with Residence Life and is part of the Conference Services management team. This position will lead a student housekeeping crew responsible for cleaning and otherwise preparing guest rooms and common areas for the Conference Services program. This position reports to the Housekeeping Manager.

### PRIMARY DUTIES AND RESPONSIBILITIES

#### FACILITIES

1. Clean and prepare guest rooms and common areas prior to guest arrival, during guest stay, and immediately after guest departure, according to Residence Life and Conference Services standards including dusting, mopping, trash removal, vacuuming, etc.
2. Responsible for the thorough inspection of guest rooms prior to guest arrival and immediately after guest departure.
3. Collect and distribute linen and other supplies for guest rooms.
4. Report maintenance problems and missing items, per established procedures.
5. Document and report lost items found in guest rooms, per established procedures.

#### ADMINISTRATIVE

1. Carry a cell phone at all times except when given leave by the Housekeeping Manager.
2. Assist in other areas of Conference Services operations as necessary.
3. Communicate all pertinent matters to manager(s) as necessary.
4. Abide by and enforce University and department rules and regulations.
5. Attend all mandatory training sessions and staff meetings.
6. Perform related duties as assigned or required.
7. As Manager-On-Duty, document and report emergency situations, per established procedures.

#### STAFF

1. Assist in development and delivery of training for Conference Services staff.
2. Hiring and termination of line staff to be done in conjunction with the Housekeeping and Operations Managers.
3. Address performance related concerns, and recognize/reward positive behavior immediately, and document same.

### QUALIFICATIONS

#### **Required Qualifications**

1. Positive attitude; team player.
2. NO summer session classes may be taken.
3. Additional employment is NOT permitted due to the need for flexible scheduling and availability at various hours, seven days a week.
4. Strong interpersonal communication skills.
5. Strong commitment to customer service.

6. Strong organizational skills and demonstrated ability to multi-task.
7. Ability to motivate people and to work with them to accomplish assigned tasks.
8. Ability to do physically strenuous work.
9. Availability on a part-time basis mid-March to mid-May; full-time basis mid-May through mid-August.
10. Valid U.S. driver's license, for at least three years, with a clean driving record.

#### **Additional Preferred Qualifications**

1. Resident of the residence hall system and/or prior Conference Services experience.
2. Working knowledge of residence hall operations.
3. Must live on campus for the summer.

#### **BENEFITS**

1. A salary of \$4,440.00 will be provided from May 17 – August 8, 2010. Hourly August 9 – August 15, 2010.
2. A single occupancy room in a residence hall with cable television, Ethernet connection, and local telephone service provided from May 16 – August 14, 2010.

