

Housekeeping Supervisor

Role Summary

Reporting to the Director of Rooms Operations, the Housekeeping Assistant Manager is responsible for assisting in overseeing daily operations in housekeeping, inspecting rooms, scheduling, payroll, training, and responding to guest issues or complaints.

Accountabilities

- Scheduling of associates based on occupancy levels and responsible for tracking employee time and attendance
- Administer payroll for the housekeeping and laundry departments in a timely manner, ensuring accuracy
- Supervises daily housekeeping and laundry shift operations and ensures compliance with all policies, standards and procedures
- Provide coaching and guidance for associates based on service standards
- Breaking open the house and making associate assignments based on occupancy levels
- Ordering and inventory of supplies
- Coordinate the cleaning of all areas of the resort
- Attend meetings as required
- Conduct room inspections, ensuring all standards are being adhered to and follow up with associates on specific areas of improvement
- Collaborate with director of rooms operations to develop and carry-out ideas and procedures to continuously improve department performance and GSS scores
- Provide training, coaching and guidance for associates based on service standards
- Liaise with Reception team, ensuring room assignments are being handled on a priority basis
- Respond promptly to requests from guests and other departments
- Respond to guest complaints as needed
- Supports and supervises an effective inspection program for all guestrooms and public spaces
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Work with Director of Rooms Operations and other supervisors to ensure that associates clearly understand their job roles, responsibilities and performance expectations
- Ensure that associates are trained on technical and service aspects of the job
- Address guest concerns, requests, or issues either individually or by enlisting the help of others
- Counsel associates on work related concerns and issues to ensure satisfaction and productivity and assist in preparing and presenting performance documentation
- Issue and distribute uniforms and ensure associates are following grooming standards
- Other duties as assigned

Requirements

- 2-4 years Housekeeping experience, resort experience preferred
- Minimum 2 years of leadership experience in hotel operations or housekeeping



- Superior attention to detail
- proven ability to multi-task and work in high stress situations, maintaining professionalism
- Strong oral and written communication skills
- Proven leadership abilities
- ability to provide a motivating work environment for associates
- strong computer skills in Microsoft Office applications

Working Conditions

- Must be able to work flexible hours including nights, evenings, weekends and holidays
- Stand, sit, walk, crouch, bend for an extended period of time or for an entire shift
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 40 pounds without assistance

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.