

JOB DESCRIPTION HOUSEKEEPING MANAGER



Facility Name:	FORD CENTER EVANSVILLE
----------------	-------------------------------

JOB INFORMATION

Job Title:	Housekeeping Manager	Department:	Operations
Reports To:	Associate Director	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Colin Holman	Date Prepared:	
Approved By:		Approved Date:	

SUMMARY:

The Housekeeping Manager is responsible for planning, organizing, training and overall development of the housekeeping department. Primary focus will be to improve event & post event/overnight cleaning procedures. Work shifts will vary in times of day and require holidays, evenings & weekends in excess of 40 hours per week.

An employee in this position must be able to perform the job duties listed below with or without reasonable accommodation. This position requires excellent skills in customer service, multitasking, communications, problem solving, time management, organization, leadership and delegation. This list may include more specific tasks an employee will be expected to perform in an effort to help our management team.

KEY ESSENTIAL JOB DUTIES & LEADERSHIP RESPONSIBILITIES

- Responsible for staffing, scheduling, training, payroll, developing and supervising hourly staff
- Work in combination with employees in various event operations departments to include: guest services, housekeeping, security, union labor groups, emergency services, and more
- Explores and analyzes additional labor options such as: temporary service agencies, non-profit organizations, military agencies, etc.
- Manage the daily activities of the housekeeping department to include appropriate cleanliness of seating bowl, concourses, washrooms, entry lobby, exit stairwells, suite entrance, elevators, specialty rooms and other public spaces
- Develop an organizational culture that maintains high cleanliness standards, treats employees fairly and boosts employee morale
- Daily supervision of housekeeping staff to include: day to day, event and post-event cleaning crews
- Purchase, re-order and maintain housekeeping supplies and inventory
- Conduct pre & post event inspections of all necessary public areas inside the Ford Center
- Works in combination with operations managers to prepare and distribute monthly event calendars to part time employees and then help schedule part time staff based on availability
- Recruit, schedule, hire, train and discipline housekeeping personnel
- Help maintain the housekeeping budget, and explore cost effective solutions
- Uphold the highest standards of cleanliness, safety, and conduct
- Rotates working shifts and events as needed
- Responsible for maintaining a housekeeping operation that is efficient and maximizes a level of customer service necessary to retain employees and customers
- Remains on duty for the duration of an event shift. Job abandonment will be considered a voluntary termination
- Work effectively & respectfully with co-workers, supervisors, managers and the general public
- Flexible and open to performing other duties as assigned
- Must be dependable, adaptable, use good judgment in all situations and able to work in a fast paced work environment
- Ability to use computerized systems for payroll, email communication and for day to day office purposes

JOB DESCRIPTION

HOUSEKEEPING MANAGER



- Manage/execute a variety of events including: basketball and hockey games, concerts, circuses, corporate and nonprofit functions, chamber banquets, dirt shows, ice shows, and more.
- Attend weekly production meetings both internally and with tenants and third party contractors
- Ability to grasp procedural techniques, facility policies, regulations and physical layout of building
- Projects professional appearance and represents the Ford Center in a competent, courteous manner

KEY ESSENTIAL CUSTOMER SERVICE JOB DUTIES:

It is important the housekeeping manager establishes a culture focused on quality customer service.

- Greets patrons and directs to their desired location within building
- Identifies, informs, and solves problems as necessary
- Is proactive and willing to communicate to all patrons the buildings policies and procedures
- Knows building layout and performs customer service duties: offering directions to various points of interest including restrooms, concessions, floor seat entrance, corner club, 5/3 hospitality room, main concourse, etc.
- With the amount of people attending events at the Ford Center and Victory Theatre, you will encounter many types of personalities. You must be able to maintain a calm, composed presence in this often fast-paced environment where multiple tasks, events and stimulus occur simultaneously.
- Becomes familiar with emergency procedures and able to initiate correct protocol should an accident or emergency arise

EDUCATION:

1. High School diploma, GED or equivalent
2. Competency in computer usage is preferred

CERTIFICATES, LICENSES, REGISTRATIONS:

1. Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes.

LANGUAGE SKILLS:

1. Ability to speak and understand English
2. Ability to write routine reports
3. Ability to deal effectively and courteously with the general public

COGNITIVE SKILLS/REASONING ABILITY:

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.

JOB DESCRIPTION

HOUSEKEEPING MANAGER



3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is exposed to hot and cold temperatures and elevated noise levels.

INTRODUCTORY PERIOD:

An introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Either the employee or VenuWorks may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

EXPERIENCE:

A candidate should have supervisory experience managing minimum wage workers and or 1-3 years of custodial specific work, preferably at a public assembly venue. **A potential candidates work ethic, education, attitude and willingness to learn is an adequate substitute for specific custodial experience.**

CONCLUSION:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
------------------------	--	-------	--