



# Working Supervisor Housekeeping Job Description

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## Title

Working Supervisor Housekeeping

## Reports To

General Manager or AGM

## Summary

The Working Supervisor Housekeeping Job Description is responsible for the planning, organization, and supervision of the overall operation of the housekeeping department. This position is responsible for administering all paperwork, assigning rooms to team members to clean, directing all team members and will be responsible for ensuring the efficiency of the entire department. You must be a team leader.

## Core Competencies

- Accountability
- Communication
- Planning and Organizing
- Service Orientation
- Team player and self-motivated

## Job Duties

- Maintain the care and use of supplies, equipment, etc. and the appearance of housekeeping areas.
- Perform regular inspections of common areas and guest rooms for sanitation, order, safety and proper performance of assigned duties.
- Ensure that housekeeping and laundry staff members always follow established safety regulations in the use of equipment and supplies.
- Spot check storage rooms, utility and janitorial closets, etc., for upkeep and supply control.
- responsible for ordering or assisting with ordering and monthly inventory.
- Provide daily oversight and discipline, when necessary, of the housekeeping and laundry staff.
- Communicate with co-workers to ensure sufficient planning for housekeeping and laundry services and activities.
- Coordinate and monitor guest room moves and respond to guest requests promptly and according to policy.
- Assist in the preparation of work and staffing schedules.
- Assist with monthly inventory.
- Attend all required meetings and provide input and recommendations.
- Contribute to assigned committees.
- Participate in continuing education opportunities for personal growth and development.
- Performs other duties as assigned.

## Requirements

- Minimum of 2 years' supervisory experience, preferably in the housekeeping industry.
- Minimum 3 years of housekeeping related work experience required.
- Good problem-solving skills and ability to develop conceptual alternatives.
- Able to interpret and implement applicable laws and regulations.
- Knowledge of applicable federal and provincial/state laws and regulations for healthcare facilities.
- Able to effectively communicate both verbally and in writing.
- Effective communication skills with individuals at all levels both inside and outside the organization.
- Must be familiar with cleaning products.
- Strong customer service orientation and skills.
- Basic mathematical skills required.
- Basic knowledge of medical terminology required.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Proven Supervisory skills.
- Computer literacy, including effective working skills of MS Word, Excel, PowerPoint and e-mail required.
- Ability to follow through and complete overlapping projects.
- High degree of resourcefulness, flexibility, and adaptability.
- High level of sound and independent judgment, reasoning, and discretion.
- Strong morals and ethics, along with a commitment to staff privacy.

## Working Conditions

- Interacts with guests, staff, visitors,
- Ability to stand for long periods of time.
- Frequent repetitive hand and body movements.
- Overtime as required.
- Must be able to lift, push, pull, and move a minimum of 25 pounds.
- 40 hrs. per week
- \$24.00 per hour

Qualified applicants should contact  
Best Western Tin Wis Resort at: [careers@tinwis.ca](mailto:careers@tinwis.ca) or apply in person.