



Job Title: Housekeeping Manager

Division: Property

Department: Housekeeping

Responsible To: Chief Property Officer

Role Summary

The Housekeeping Manager is responsible for managing the successful operation of the Housekeeping services for the resort. This position will coordinate all resources necessary to ensure a premium standard of presentation and impeccable cleanliness throughout the resort. Housekeeping services will be provided in all common resort spaces along with optional in-residence and in-boat services. The Housekeeping Manager interacts with a diverse group of external and internal contacts, requiring strong leadership and excellent customer service skills. This position is responsible in ensuring all necessary training and motivation is provided to all employees.

Responsibilities

- Lead the day to day housekeeping operations of Friday Harbour
- Responsible for coordinating the cleaning of club houses (including dedicated attention to pool and fitness areas), residence units, waste collection, laundry services and general common resort areas such as the boardwalk and marina slips
- Maintain superior customer relations by acting as a liaison between Friday Harbour, residents, members and guests
- Responsible for employee support to collect, organize and prepare waste (general, cardboard and organic) for collection across the resort, including but not limited to retail outlets, club houses, residence condo buildings, marina/island resident drop off locations and boardwalk receptacles
- Participate in monitoring and managing performance of third party waste collection contractor
- Responsible for planning, ordering, receiving and stocking all necessary cleaning and toiletry supplies for the resort
- Accountable for staffing, scheduling and operations of laundry services
- Ensures resources are available for guests including but not limited to pool/fitness towels, dining linen, rental unit linen, custom garment cleaning for residences and some employee uniforms
- Coordinate services from an offsite third party service provider until on site facilities are built and commissioned
- Responsible for the collection and distribution of all soiled and cleaned linens and towels
- Coordinate department orientation and training in compliance with the Occupational Health and Safety Act
- Coordinate with Marina employees to handle boater housekeeping inquires, concerns or emergencies immediately and effectively
- With Resort Sales and Service division execute on requests for hotel style cleaning services for residences and condo rental units



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- Effectively manage a team of full time, part time and seasonal employees
- Plan, track and control financial operating budgets and capital expenditures
- Develop and maintain departmental operational policies and work procedures
- Create departmental business plan on annual basis
- Participate in monthly layered progress audits on business performance to plan
- Develop and maintain task analysis maps for routine staffing assignments
- Manage Health & Safety Program for Housekeeping employees
- Review opportunities for improved productivity and greater efficiencies
- Prepare various accounting summaries and reports
- Ensure that applicable policies and procedures, regulatory ordinances, governing laws and generally accepted protocol and practices are followed
- Establish and communicate clearly defined goals and objectives for department employees
- Direct and supervise the Housekeeping employees, ensuring the successful internal operations of the department including; professional and courteous customer service, complete utilization and accuracy of management software system, proper training and supervision of all employees to ensure respectful behavior toward the guests and their property
- 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
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- 5-10 years' previous experience in a similar role within the hospitality or resort industry
- Diploma or degree in hospitality, travel & tourism or related field an asset
- Previous leadership experience in hotel operations or housekeeping
- Must possess excellent customer service skills



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- Must be computer literate. Preferred candidate will have previous experience with housekeeping software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.