



**USC** University of  
Southern California

## Hotel Housekeeper (Union Only) Job Description

### JOB INFORMATION

|                          |   |
|--------------------------|---|
| <i>Job Code:</i>         | 179812  |
| <i>Job Title:</i>        | Hotel Housekeeper (Union Only)                          |
| <i>FLSA Status:</i>      | Non-Exempt  |
| <i>Supervisory:</i>      | May oversee student, temporary and/or resource workers. |
| <i>Job Family:</i>       | Housekeeping (Union)                                    |
| <i>Job Family Group:</i> | Auxiliary Services 1                                    |
| <i>Management Level:</i> | 7 Individual Contributor                                |

### JOB SUMMARY

Performs standard housekeeping procedures (e.g., cleaning guest rooms, maintaining linen cart supplies, collecting dirty service items). May assist in training of new and temporary staff in the proper use of cleaning equipment.

### JOB QUALIFICATIONS:

#### Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i>             | <i>Field of Study</i> |
|------------|-------------|---------------------------|-----------------------|
| X          |             | Less than high school     |                       |
|            | X           | High school or equivalent |                       |

#### Additional Education

*Check here if experience may substitute for some of the above education.*

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Combined experience/education as substitute for minimum education |
|--------------------------|---|

#### Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|-------------------------|
| X          |             | 2 years                |                         |

#### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

|   |   |
|---|---|
| X | Combined experience/education as substitute for minimum work experience |
|---|---|

#### Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i>   |
|------------|-------------|--|
| X          |             | Some knowledge of housekeeping trade.  |
| X          |             | Knowledge of all cleaning standards and methods, materials, and equipment.           |
| X          |             | Knowledge of and compliance with the operation of all mechanical cleaning equipment. |
| X          |             | Proven customer service experience.  |
| X          |             | Ability to speak and write in English.   |
| X          |             | Ability to lift a minimum of 30 lbs.   |

## Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i>                        |
|------------|-------------|---|
| X          |             | Must be able to stand for long periods of time. |
| X          |             | Ability to work in a fast-paced environment.    |

## Licenses

| <i>Req</i> | <i>Pref</i> | <i>License(s)</i>                                    |
|------------|-------------|--|
| X          |             | Valid driver's license may be required.              |
| X          |             | Housekeeping certification as required by franchise. |

## Other Job Factors

## JOB ACCOUNTABILITIES

|  | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| Performs standard housekeeping procedures. Cleans and services assigned guest rooms in a timely and organized manner according to procedures and standards. Maintains cleanliness of assigned facilities. Ensures that housekeeping standards are met. Follows procedures for team cleaning and self-inspecting program.   |               |                  |                 |            |
| Inspects and cleans public areas and back of house areas to ensure cleanliness standards have been met; reports any problem areas to the supervisor. Collects trash throughout the hotel from housekeeping carts, vending and room service areas, offices, and restrooms. Collects dirty glasses from carts, linen rooms, hallways and vending areas frequently and delivers clean glasses as needed. Reports lost and found articles to supervisor. |               |                  |                 |            |
| Shampoos carpets, strips and waxes floors throughout the hotel.  |               |                  |                 |            |
| Notifies guest services (front desk) when service is complete so rooms may be sold. Reports any room unable to be serviced within appropriate time standards to supervisor.  |               |                  |                 |            |
| Provides customer service to faculty, staff, students, and guests. Responds to requests from guests, supervisors or management in a timely and efficient manner. Maintains friendly, helpful demeanor. Responds to guest requests such as delivery of housekeeping supplies (e.g. linens, roll-a-ways, etc.) in a timely and efficient manner.   |               |                  |                 |            |
| Reports needed repairs of unsafe conditions to supervisor. Informs supervisor of malfunctioning equipment.   |               |                  |                 |            |
| Organizes and maintains neat linen carts and supplies according to department standards. Stocks floor storage rooms to required levels. Assists with heavy items such as mattresses and soiled linens. Delivers linens and necessary supplies as needed.   |               |                  |                 |            |
| Receives soiled linens by bag, cart, or chute from the floors. Sorts all articles by kind, color, and degree of soil. Inspects all laundry and linens and records all damaged or stained items.  |               |                  |                 |            |
| Operates washers and dryers according to recommended capacity and other manufacturers' guidelines. Ensures necessary chemicals are added in the correct quantities prior to wash cycles.   |               |                  |                 |            |
| Folds clean linens and stores as appropriate. Operates linen feeder, sheet folder, towel folder and table linen ironer machines.   |               |                  |                 |            |
| Maintains security of equipment, keys, and supplies issued each day.   |               |                  |                 |            |
| Assists in daily linen counts for monthly inventories.   |               |                  |                 |            |
| Assists in the training of new housekeepers and temporary staff in the proper use of cleaning equipment.   |               |                  |                 |            |
| Complies with all university policies and procedures and with all applicable local, state, and federal laws and regulations.   |               |                  |                 |            |

## Other Requirements

| <i>Essential:</i>  | <i>Emergency Response/Recovery</i>   | <i>Essential:</i> | <i>Mandated Reporter</i>  |
|--|--|-------------------|---|
|  | In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. |                   | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |
| <i>Campus Security Authority (CSA)</i>   |  |                   | <i>Essential:</i>   |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a> |  |                   | No  |

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_

Print Employee Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Print Manager Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.