



Lead Hotel Housekeeper (Union Only) Job Description

JOB INFORMATION

Job Code:	179813
Job Title:	Lead Hotel Housekeeper (Union Only)
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	Housekeeping (Union)
Job Family Group:	Auxiliary Services 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Performs standard housekeeping procedures, such as cleaning guest rooms, maintaining linen cart supplies, collecting dirty service items, etc. Assist in training of new and temporary staff in the proper use of cleaning equipment.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in housekeeping, to include lead experience.
X		Thorough knowledge of housekeeping trade. 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 motivate and direct others.
X		Valid driver's license may be required.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to lift a minimum of 30 lbs.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides guidance and direction to housekeepers. Assists in the training of housekeeping employees and temporary staff in the proper use of cleaning equipment. Communicates performance standards. Conducts training classes regarding safety, security, department procedures and service guidelines.				
Assists in scheduling staff according to standards and forecasted occupancy; assigns daily work tasks to employees.				
Inspects guest rooms, storage areas, laundry areas, restrooms and public areas to ensure cleanliness standards are met.				
Ensures the completion of the Housekeeper’s Report and communicates clean and available rooms to the Guest Services Department.				
Documents and communicates maintenance requests to the Engineering Department to ensure hotel service quality standards are met.				
Performs standard housekeeping procedures, as needed. Cleans and services assigned guest rooms in a timely and organized manner according to procedures and standards, as needed. Ensures that housekeeping standards are met.				
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.				
Assists in the ordering and receiving of linen and cleaning supplies to maintain appropriate inventory levels necessary for efficient operation of the department. Assists with monthly linen and supply inventory.				
Maintains security of equipment, keys, and supplies issued each day.				
Complies with all university policies and procedures and with all applicable local, state, and federal laws and regulations.				
.May be required to assist with manager on duty shifts.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)	Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/	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.