

# JOB DESCRIPTION



<b>Job Title:</b>	<b>Housekeeping Supervisor</b>
<b>Reports to:</b>	Guest Services Manager
<b>Department:</b>	Guest Services
<b>Direct Reports:</b>	Housekeeper(s) Housekeeping Interns Volunteers
<b>Type of Work:</b>	Permanent, Full-Time
<b>Work Location:</b>	RockRidge Canyon, Princeton, BC

## Position Purpose

RockRidge Canyon is a Young Life of Canada property in Princeton, British Columbia, owned and operated by Young Life for the purpose of reaching teenagers with the Gospel of Jesus Christ. It additionally functions as a Christian conference and retreat centre when not being used by Young Life. RockRidge Canyon is committed to providing “attentive hospitality” to our guests. This means working to consistently exceed the expectations of our guests in quality of service, facilities, and overall experience.

Reporting to the Guest Services Manager, the Housekeeping Supervisor will supervise all aspects of the Housekeeping Department and is responsible for overseeing standards of cleanliness, proper cleaning procedures for all buildings assigned, in addition to scheduling of housekeeping shifts, training, assigning duties and ordering all cleaning supplies and linens. As a Christian with a vibrant and growing faith, the Housekeeping Supervisor will mentor staff, interns and volunteers to help them on their spiritual journey as they serve in the Housekeeping Department.

The Housekeeping Supervisor supports the Guest Services Manager and rest of the property staff team to achieve the vision and mission of Young Life to “glorify God by sharing Jesus Christ with the entire next generation” as outlined in Young Life’s Strategic Plan. As an ambassador for Young Life, you help ensure RockRidge Canyon’s appearance and activities promote, enhance, and protect Young Life’s brand, and boost its reputation with relevant constituents, as well as driving broader awareness. You subscribe to Young Life’s Statement of Faith and abide by its Codes of Conduct.

## Key Duties and Responsibilities

### ***Spiritual Leadership:***

- Model Christ in word, deed and actions.
- Model and promote Young Life’s mission, core values, and strategic plan.
- Provide spiritual leadership to direct reports and volunteers.
- Pray for kids, Young Life volunteers, and fellow Young Life staff. Ensure that all ministry at RockRidge Canyon is designed and carried out with a dependence on prayer that flows from a personal relationship with Jesus Christ.
- Pursue spiritual growth.
- Provide an atmosphere where growth in Christ can happen for the volunteers and staff in the Housekeeping Department.

# JOB DESCRIPTION



## ***Supervision and Training***

- Provide training for housekeepers, interns and volunteers
- Supervise the housekeepers, interns and volunteers assigned to the Housekeeping Department, including schedule of duties and coordination of cleaning efforts. Schedule housekeeping staff.
- Inspect facilities to ensure established safety and cleanliness standards are met.
- Periodically check dorm cleaning supply closets for neatness, adequacy of supplies and proper labeling of containers.
- Inspect public areas and bathrooms daily for detail cleanliness and stock supplies.
- Work with maintenance in the upkeep of any equipment used by housekeepers.
- Complete housekeeping work as required to maintain camp excellence.
- Perform other related duties as assigned by the Guest Services Manager.

## ***Administration***

- Create Standard Operating Procedures (SOP) for cleaning of public spaces and dorms and maintain consistency with the execution of the SOP's created.
- Research and purchasing of all housekeeping equipment, including linens, sundries and supplies.
- Oversee housekeeping budget and complete invoicing procedures.

## ***Housekeeping Duties:***

- Implement and adhere to all Housekeeping policies and procedures
- Inspect facilities to ensure established safety and cleanliness standards are met
- Report and recommend additional services required such as painting, repair work, renovations, replacement of furnishings and equipment and other deficiencies
- Ensure that storage areas and carts are well stocked and tidy
- Clean rooms, hallways, lobbies, restrooms, lounges, corridors, stairways, elevators and other work areas so that health standards are met
- Empty wastebaskets and garbage cans and transport to waste disposal areas
- Restock paper products and linens as needed
- Sweep, scrub, wax and/or polish floors using brooms, mops and/or power scrubbing machines
- Demonstrate proper usage of both commercial and residential equipment, which includes usage of chemicals
- Keep Laundry Room and other work areas (janitor's closets in dorms) clean, tidy, stocked and orderly
- Responsible for collection of dirty linens, sorting, washing, folding and ironing (WCL), including kitchen and pool towels, and returning to proper storage places
- Move and arrange furniture, turn mattresses
- Disinfect equipment and supplies. Keep products well stocked, clearly labeled and organized
- Follow proper procedures for mixing chemicals, abiding by all safety, WHMIS and MSDS procedures
- Abide by lost and found policy and procedures

## ***Supervising vs. Cleaning***

- During the summer Young Life camping, schedule office and quality control duties 60% of the time and cleaning 40% of the time.
- During the rental months, which typically are September thru June, you will be cleaning 80% of the time and performing office and quality control duties 20% of the time.

# JOB DESCRIPTION



## ***General Expectations:***

- Convey a sense of Christ-like hospitality and concern for guests and staff and respond to the unexpected needs of our guests in a prompt and professional manner.
- All staff members are expected to represent Young Life positively and professionally within the community and be able to work with and minister to the volunteer high school and college age young people who serve at RockRidge Canyon.
- Be available to help other departments at the discretion of the Guest Services Manager.
- Maintain a positive attitude and a friendly, professional manner to create a warm, welcoming atmosphere.
- Observe and report unsafe work conditions to the relevant manager.
- Operate property vehicles safely (respect all signage, including speed limits and parking).
- Provide positive, professional and effective leadership for staff, volunteers, casual employees and interns.
- Assist with training and supervision of volunteers and employees as directed, ensuring they understand their responsibilities, safety concerns and performance standards.
- Relate to all property staff in a professional way that enhances the total flow of camp operations.
- Lead by example by coordinating with other property staff to ensure that tasks are being performed up to standards, in proper priority, in a timely manner and in harmony with the rest of camp operations.
- Maintain appropriate personal boundaries with other property staff, volunteers and guests.

## ***Team Duties and Responsibilities:***

- Model open communication and work collaboratively with the Young Life field and property staff team, for the good of the organization, in support of Young Life's mission, core values and strategic plan.
- Cultivate effective working relationships with property staff, volunteers and guests.
  - Lead by example in cooperating with all other departments on the property to operate as a team and produce a well-functioning body.
  - Relate to all property staff in a professional way that enhances the total flow of camp operations.
  - Coordinate with other property staff to ensure that tasks are being performed up to standards, in proper priority, in a timely manner and in harmony with the rest of the camp operations.
- Attend staff meetings, staff conferences, and prayer days.
- Nourish a truthful, accountable, forgiving, joyful, and healthy work culture.

## ***Personal and Professional Development***

- Pursue opportunities to learn through books, podcasts, courses, etc.

## **Qualifications**

RockRidge Canyon is a non-profit Christian organization which has as its primary purpose the promotion of the interests and welfare of those who wish to share in the Christian Experience. As such, you must have a vibrant and growing relationship with Jesus Christ as a condition of employment. Involvement in a local church is expected. You must be able to give spiritual leadership to volunteers and interns and subscribe to our statement of faith.

## ***Education and Experience:***

- One to three years demonstrated leadership experience effectively leading teams required.
- Two to four years' housekeeping experience. Housekeeping experience in a large hotel or camp environment is an asset.
- High school education with the ability to read and write English proficiently.
- Solid knowledge, understanding and experience in Young Life or other youth ministry is preferred.
- Experience in not-for-profit or public organization is an asset.

# JOB DESCRIPTION



## ***Skills and Abilities***

- Demonstrated flexibility, patience and responsiveness to schedule changes and requests from guests.
- Demonstrated ability to organize and direct a variety staff and volunteers.
- Model responsible work habits, effective servant-leadership and stewardship.
- Strong analytical and decision making skills.
- Excellent time management skills. Able to manage conflicting priorities, effectively plan work, and meet deadlines in a high demand environment.
- Emotional Intelligence competencies, including interpersonal and customer service skills. Strong relationship building skills. Strong communication skills. Diplomatic and tactful.
- Proven ability to provide effective spiritual leadership.
- Natural leadership abilities and confidence. Able to guide, supervise, and motivate staff and volunteers.
- Results oriented coupled with ability to work with a diverse team.
- Intermediate proficiency in a Windows based operating environment and MS Office suite required.

## ***Training and Certification:***

- Legally entitled to work in Canada
- Current clean criminal record check, including vulnerable sector search required.
- Valid Class 5 driver's license and clean driver's abstract required.
- Valid Standard First Aid Level 1 and CPR-C / AED required or obtained within first three months of employment.

## **Work Conditions**

### ***Work Location:***

- Work is performed in a rural camp setting.
- Work is performed indoors and out of doors throughout the year in all weather conditions.

### ***Physical Requirements:***

- Work requires the employee to be able to physically perform the cleaning duties. Must be able to stoop and reach to clean hard to get at places. Will be exposed to cleaning chemicals and dirt.
- Work requires the employee to walk or stand for up to 60-80% of the time.
- Employee is required to look at a computer screen and use a keyboard for up to 20-40% of the time.
- May be required to lift materials weighing 50 pounds and do other things such as pushing, stooping, squatting, kneeling, climbing, reaching, pulling, etc
- The employee is required to see, talk and hear.

### ***Work Conditions:***

- Work is deadline driven.
- Work is seasonal and at times there will be large volumes of work to undertake.

### ***Hours of Work:***

- Generally, the workweek is 40 hours.
- Work weeks may not be non-standard and weekend work is frequently required including early mornings, weekends & split shifts.
- Workdays may exceed 8 hours.

### ***Hazards:***

- Hazards are considered minor and controllable.

# JOB DESCRIPTION



*The above statements are intended to describe the general nature and level of work performed by people in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of people in this position. Duties and responsibilities that do not constitute a major change may be added, deleted or changed at any time at the discretion of the supervisor either orally or in writing.*