UNIVERSITY OF SOUTHERN CALIFORNIA

Hotel Housekeeper (Union Only)

Job Code: 179812

Grade: 03
OT Eligible: Yes
Comp Approval: 11/9/2009

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

JOB ACCOUNTABILITIES:

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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 rest rooms. 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.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: ☐ No

☐ Yes 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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Less than high school

**Minimum Experience:**

2 years

Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

Some knowledge of housekeeping trade. Knowledge of all cleaning standards and methods, materials, and equipment. Knowledge of and compliance with the operation of all mechanical cleaning equipment. Proven customer service experience. Ability to speak and write in English. Valid driver's license may be required. Ability to lift a minimum of 30 lbs.

**Preferred Education:**

High school or equivalent

**Skills:** Other:

Communication -- written and oral skills

**Skills:** Specialized Equipment:

Shampoo machine

Vacuum cleaner

Wax/buffing/stripper machine

**Skills:** Trade/Auxiliary:

Basic cleaning

Clean and prepare rooms

Clean and stock restroom

Clean carpets
Clean elevators and stairwells
Customer service
Dust and clean various surfaces
Handle and move objects
Maintain records, logs, etc.
Maintain stock
Understand and apply policies and procedures
Use and or operate various stationary machinery, vacuum cleaners, shampooers, and waxing machines
Wax floors

**Supervises: Level:**

May oversee student and/or temporary workers.

**Comments:**

Housekeeping certification as required by franchise. Must be able to stand for long periods of time. Must be able to work flexible schedule (days, evenings, weekends and holidays). May be required to respond to after-hours emergency situations. Required to work in a fast-paced environment. Will be exposed to household chemicals.

**SIGNATURES:**

Employee: ___________________________  Date: ___________________________

Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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