UNIVERSITY OF SOUTHERN CALIFORNIA
Lead Hotel Housekeeper (Union Only)
Job Code: 179813

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. Assist in training of new and temporary staff in the proper use of cleaning equipment.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

EProvides 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.

EAssists in scheduling staff according to standards and forecasted occupancy; assigns daily work tasks to employees.

EInspects guest rooms, storage areas, laundry areas, restrooms and public areas to ensure cleanliness standards are met.

EEnsures the completion of the Housekeeper’s Report and communicates clean and available rooms to the Guest Services Department.

EDocument and communicates maintenance requests to the Engineering Department to ensure hotel service quality standards are met.

EPerforms 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.

EProvides 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.

EAssists 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.

EMaintains security of equipment, keys, and supplies issued each day.

ECOMplies with all university policies and procedures and with all applicable local, state, and federal laws and regulations.

EMay be required to assist with manager on duty shifts

EPerforms 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:**

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<tr>
<th>Essential</th>
<th>No</th>
<th>Yes</th>
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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:**
- High school or equivalent

**Minimum Experience:**
- 3 years

**Minimum Field of Expertise:**
Experience in housekeeping, to include lead experience. Thorough 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. Ability to motivate and direct others. Valid driver's license may be required. Ability to lift a minimum of 30 lbs.

**Skills: Other:**
- Communication -- written and oral skills
- Lead/guidance skills
- Organization

**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:**
Leads one or more employees performing similar work.

**Supervises: Nature of Work:**

Service/Maintenance

**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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