UNIVERSITY OF SOUTHERN CALIFORNIA
Housekeeping Supervisor
Job Code: 179816

OT Eligible: Yes
Comp Approval: 7/28/2017

JOB SUMMARY:
This position is responsible for planning, scheduling, coordinating and overseeing the activities of a housekeeping staff, providing guidance and direction to service personnel. The Housekeeping Supervisor ensures that all health and safety regulations are met, responds to customer requests and complaints, and maintains the security of keys and equipment. The position also documents maintenance requests, tracks costed schedules and expenses, maintains housekeeping records, and provides excellent customer service.

JOB ACCOUNTABILITIES:

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

EMERGENCY RESPONSE/RECOVERY:
Essential: No
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 or supervisory experience. Thorough knowledge of housekeeping trade. Knowledge of requisite cleaning standards, methods, materials, and equipment. Familiarity with the operation of industry standard 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: Machine/Equipment:**
- Computer network (university)
- Computer peripheral equipment
- Personal computer

**Skills: Trade/Auxiliary:**
- Basic cleaning
- Clean and prepare rooms
- Clean and prepare rooms/apartments for conferences and meetings
- Clean and stock restroom
- Clean carpets
- Clean elevators and stairwells
- Coordinate work of others
- Dust and clean various surfaces
- Handle and move objects
- Lead/guidance skills
- Maintain inventories
- Organization
- Planning
- Prepare reports and/or maintenance records
- Prioritize different projects
- Scheduling
- Sweep floors
- Teaching/training
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 certifications, as required. 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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