UNIVERSITY OF SOUTHERN CALIFORNIA

Lead Housekeeper

Job Code: 179824

OT Eligible: Yes

Comp Approval: 7/28/2017

JOB SUMMARY:

This position oversees a housekeeping staff, assesses and organizes the housekeeping workload, and inspects all assigned areas to ensure cleanliness standards are met. The Lead Housekeeper performs standard housekeeping procedures, maintains security of keys, equipment and supplies, and provides excellent customer service. This position also administers and assists with planning expense budgets and ensures that records are maintained.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Oversees housekeeping staff. Trains staff and reviews work for quality, completion, accuracy and adherence to internal operating policies and procedures. Counsels or disciplines as needed. [E/M/NA]

Assesses and organizes housekeeping workload in a logical manner to ensure efficient operations. Plans or schedules staff accordingly, including arranging for temporary workers, when necessary. Makes any necessary adjustments to meet deadlines and commitments. [E/M/NA]

Inspects all assigned areas, restrooms and public areas to ensure cleanliness standards are met. [E/M/NA]

Performs standard housekeeping procedures, as needed. Cleans and services assigned area in a timely and organized manner according to procedures and standards, as needed. Ensures that housekeeping standards are met. [E/M/NA]

Maintains security of equipment, keys, and supplies issued each day. [E/M/NA]

Provides excellent 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. [E/M/NA]

Documents and communicates maintenance requests to the appropriate departments or personnel to ensure service quality standards are met. [E/M/NA]

Administers and assists with planning income and expense budgets. Develops projections. Tracks actual income and/or expenses and adjusts operating plans to address variances. [E/M/NA]

Ensures records are kept up-to-date and maintained in accordance with applicable regulations. Develops and/or produces various operating reports (e.g., project status, work backlogs, etc.) as required. [E/M/NA]

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. [E/M/NA]

*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 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: Administrative:**
- Communicate with others to gather information
- Coordinate work of others
- Maintain records
- Prioritize different projects
- Prioritize different tasks
- Understand and apply policies and procedures
- Understand and enforce regulatory guidelines

**Skills: Machine/Equipment:**
- Computer network (university)
- Computer peripheral equipment
- Personal computer

**Skills: Specialized Equipment:**
- Dusters
- Mops
- Shampoo machine
- Vacuum cleaner
- Wax/buffing/stripper machine

**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
Customer service
Customer service
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, shampoos, 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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