

Lodge/Housekeeping Supervisor

The Lodge/Housekeeping Supervisor will report directly to the Ranch Manager

Job Overview

The Lodge/Housekeeping Supervisor will directly manage the lodge and housekeeping department. The Lodge/Housekeeping Supervisor is responsible for ensuring clean, safe, fresh environment in all aspects of the janitorial needs of the ranch including lodge, pool, bathrooms, bathhouses, and exterior cleanliness of the property. Additionally the position requires oversight of the concierge services in the lodge office and pool areas. This job also requires direct participation and planning of ranch activities by working with Activities Director and assuming this role during off peak season when no Activities Director is on staff.

Responsibilities and Duties

- Manages and schedules team of 2-7 employees. Trains staff and ensures compliance and safety of common areas, employees, and members as well as their guests.
- Directly and indirectly provides housekeeping and hospitality services for all areas mentioned in the job overview.
- Works with Operations Manager in creating job ads pertinent to the roles needed within the department.
- Reviews annual budget, provides documented monetary needs based on maintaining a proper housekeeping/lodge department. Submits requests each fall for budget review.
- Provides input with regard to hiring, firing, reviews, and all relative human relations for department staff.
- Reviews and modifies current procedures within the department to ensure compliance within all Federal/State/County laws and for best practices to continually improve the processes.
- Becomes familiar with each department at the Ranch and is able to provide support to all staff and ranch members as needed in supporting role to all departments.
- Must be able to evaluate, review, and at times, surmise, various circumstances related to both employee and member concerns, complaints, and opportunities. Must be able to document and follow up as needed.
- Planning, brainstorming, executing, and cleanup of Ranch activities by supporting Activities Director and then assuming this role in off season.
- Willing and able to perform any other job duties as needed or directed by Ranch Manager.

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Qualifications

- At least 3-5 years directly managing personnel in a campground, marina, stables, or other hospitality environment.
- At least 3-5 years of janitorial experience in a hospitality setting.
- Experience with proper and safe use of chemicals used for cleaning and janitorial needs.
- Service driven, business minded and able to make sound business decisions with regard to departmental needs.
- Is able to make customer service a number one priority. Is able to balance safety and positive interactions for employees, members, and their guests.
- Is able to communicate effectively and keep proper records and documentation on employees, and any and all incidents related to personnel, incident reports, accidents, and anything else pertinent to the role.
- Must be able to lift 50 pounds regularly. Bend, twist, crawl, walk, run, on a rustic, uneven property consisting of various levels of terrain and conditions. Must be able to tolerate an outdoor environment for long, hot days as well as cold, rainy days. Must be able to shovel, dig, rake, hammer, mend, and any and all maintenance needs of a typical campground environment. Must have valid drivers license and able to drive a manual or automatic transmission vehicle on uneven, rough roads in a safe and practical manner. Must be willing and able to work in all departments as needed or directed by Ranch Manager.