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**POSITION DESCRIPTION**

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**JOB TITLE:** Director of Housekeeping

**DEPARTMENT:** Housekeeping

**REPORTS TO:** Assistant General Manager

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**ESSENTIAL PURPOSE:** To manage the Housekeeping staff and operations to ensure cleanliness, safety, and aesthetic appeal of the hotel.

**ESSENTIAL DUTIES:**

- To hire, train, schedule, support, review, discipline, and terminate employees directly accountable to his/her position, to maintain highest possible levels of employee morale and department productivity.
- To coordinate with the General Manager and Corporate Designer to establish and ensure hotel standards of cleanliness and esthetics for rooms and public areas.
- To develop and ensure efficient routine and emergency departmental procedures for the Housekeeping Department.
- To assist the chairperson of the property Safety Committee to develop and direct property-wide programs and procedures, in order to ensure the safety of guests and employees.
- To serve as a member of the corporate Safety Committee.
- To accept personal responsibility for the satisfactory condition of all VIP rooms prior to occupancy, including special attentions provided for repeat guests.
- To ensure that effected operating departments have accurate information regarding rooms, including status, condition, and maintenance needs.
- To establish and control inventory of departmental materials, including guest amenities, and administrative and cleaning supplies.
- To coordinate with the Maintenance Department to ensure the timely and professional completion of maintenance and repair work in guest rooms and public areas.

- To put out to bid, annually, all major vendor supplies needed for departmental operations.
- To prepare the annual departmental budget, according to the specifications set forth by the General Manager with the assistance of the property Controller.
- To continually monitor and control departmental expenditures to ensure meeting operational standards while maintaining the annual budget.
- To act as purchasing agent, as directed, in matters relating to rooms upgrading and renovation.
- To participate in Rancho Bernardo Inn's MOD programs, and attend hotel functions, as directed.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all Housekeeping staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To ensure departmental safety training for all new Housekeeping employees before they begin to work.
- To conduct regular departmental operations meetings, including monthly safety meetings.
- To ensure proper handling, storage, and labeling of all hazardous chemicals used by Housekeeping employees, in accordance with state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** Bachelor's degree in Business Management or related field, or equivalent experience, required. English fluency required. Spanish language ability helpful. Must have minimum two years experience in similar position. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Requires knowledge of current state and federal safety regulations.

Experience in hotel industry accounting procedures, and labor and supply controls. WordPerfect or comparable computer proficiency preferred. Valid California driver's license required. Proof of personal automobile insurance coverage required.

**SKILLS AND APTITUDES:** Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Organized and efficient. Good team player. Detail oriented. Highly self-motivated. Ability to effectively manage staff to maintain a high level of morale and productivity. Ability to work well under pressure.

**WORKING ENVIRONMENT:** Works primarily indoors, in temperature-controlled, clean, and well-lighted office, guest rooms, and public areas. Bi-level structures. Extensive facility. Occasional exposure to outdoor weather conditions. May be exposed to noise from laundry room equipment adjacent to office. Minimal exposure to hazardous substances and fumes.

**PHYSICAL DEMANDS:** Stands/walks approximately 40% of shift. Sits at desk or in meetings approximately 60% of shift. Frequently required to move objects weighing up to 30 lbs. over moderate distances. Bends, stoops, reaches, pushes, and pulls to perform routine job tasks, including personally inspecting guest rooms daily. Uses personal computer approximately 25% of shift. Must be flexible to work long, sometimes irregular hours. Frequent use of stairs, daily.

**IMPACT OF DECISION:** Decisions directly impact guest service and hotel maintenance schedules. Poor decisions may result in dissatisfied guests and loss of revenues, due to lack of follow-through, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**EXEMPT POSITION:** Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or

written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_