



Title of Job: Head Housekeeper

Name of Employee:

Department: Housekeeping

Supervisor: Director of Guest Services

Position Description: The Head Housekeeper promotes hospitality and a welcoming environment through ensuring a high-quality standard in the cleanliness and comfort of guest facilities at Dunrovin.

Job Expectations: As a center for hospitality, the Dunrovin employee will offer a warm, courteous welcome to all who come. The employee will strive to communicate respectfully with staff members and all who come, maintaining an atmosphere of Christian peace. The Dunrovin employee will follow procedures and policies as outlined in the Dunrovin Employee Handbook, will maintain efficiency as much as possible, and will maintain an approved schedule of hours.

Primary Objectives/Specific Responsibilities: Manage housekeeping staff

- Work in conjunction with Director of Guest Services to hire housekeepers
- Train and oversee housekeepers in the detailed elements of cleaning all guest and meeting areas
- Supervise through encouragement, performance reviews, and disciplinary action in conjunction with Director of Guest Services
- Organize details of cleaning duties
- Schedule housekeeping staff within budget

Primary Objective/Specific Responsibilities: Maintain facilities in clean and ready-to-use condition

- Clean main center and outbuildings (including cabins, outdoor dining areas, and outdoor garbage)
- Oversee inventory of linens, cleaning supplies, and equipment, placing orders as needed.
- Coordinate, place, and receive linen orders and deliveries
- Perform pre-arrival and daily walkthrough check of guest rooms and facilities during retreats
- Prepare main dining room for adults or youth groups
- Wash and iron altar clothes and purificators per standard of the Catholic Church
- Stock printed materials for guests such as cleaning guidelines, brochures, etc.
- Water plants in Retreat Center
- Arrange and manage cleaning schedule according to retreat schedules and cabin guests

Primary Objectives/Specific Responsibilities: Ensure quality and efficiency of housekeeping duties

- Inspect cleaning and provide quality control for a safe, welcoming, and clean environment
- Order linens within budget
- Purchase equipment and cleaning supplies within budget
- Schedule seasonal cleaning tasks and timing

Primary Objectives/Specific Responsibilities: Promote unity as a staff team member

- Act as a liaison between housekeepers and other staff as needed
- Meet with and be accountable to supervisor

Job Requirements: The head housekeeper will demonstrate an above average attention to details of cleanliness and order, will demonstrate ability to teach and oversee duties performed by the housekeepers, and will facilitate respectful communication with co-workers. The ideal candidate has proven experience in housekeeping, preferably in a hospitality setting, and has the ability to work effectively in a fast-paced environment.

Disclaimer: This job description is intended to convey information essential to understanding the general nature and level of work performed by jobholders within this job. It is not intended to be an exhaustive list of qualifications or duties associated with the position, and the employee may be asked by supervisor to perform additional responsibilities.

Employee signature:	Date:
Supervisor signature:	Date: