



ALPINE CAMP AND CONFERENCE CENTER

HOUSEKEEPING SUPERVISOR

DATE WRITTEN: 05/01/2018

STATUS: FULL TIME

PURPOSE

To organize, oversee and resource the provision of hospitably clean, tidy and welcoming buildings and grounds for guests and staff. Support team to reach common goals and treat co-workers with dignity and respect.

ACCOUNTABILITY RELATIONSHIPS

REPORTS TO: the Facilities Manager and works closely with guest relations in the role of guest services supervisor.

GENERAL QUALIFICATIONS

- Must demonstrate a strong, maturing faith in Jesus Christ as Savior and Lord; the ability to confidently articulate that faith; and a willingness to serve the Church of Jesus Christ in a Christian camping environment.
- Must demonstrate and articulate an active interest, support, and belief in the major tenets of Evangelical Christianity and the Evangelical Covenant Church in particular.
- Must demonstrate speech and behavior consistently aligned with the Covenant Affirmations; along with Alpine's Identity Statements, Character Guide and Peacemaker's Pledge.
- Proven ability to work collaboratively with others, consistently putting the defined results of the team before personal preferences and desires.
- Demonstrated initiative, follow-through and ability to achieve agreed upon, timely results; evidencing healthy flexibility and self/time management.
- Able to productively work in an environment with frequent interruptions and occasional chaos.
- Proven willingness to follow directions of direct supervisor or his/her designee.
- Possessing the physical, mental, psychological and spiritual capacities to perform the duties, responsibilities and essential functions as outlined in written mutually agreed upon job descriptions and standards of performance.

SPECIFIC QUALIFICATIONS

- Demonstrated initiative, follow-through and ability to achieve agreed upon, timely results; evidencing healthy flexibility and self/time management.
- Proven willingness to follow directions of manager or his/her designee.
- Proven ability to plan, work schedules, staff training with encouragement and accountability.
- Proven ability to interact with staff and guests with a sense of genuine hospitality, putting the needs of guest first.
- Excellent communication and interpersonal skills with the many types of personalities.
- Strong attention to details required.

GENERAL RESPONSIBILITIES

- Proactively participate in assigned (staff/management team) meetings, activities and outcomes.
- Intentionally contribute to a healthy organizational culture aligned with Alpine's Identity Standards, Character Guide, Peacemaker's Pledge, etc.
- Proactively engage in increasingly effective two-way communication (sharing information, resources and feedback) within your department and, as needed, with all relevant departments regarding actions and resources required to achieve determined results.

- Comply with all policies and practices as outlined in Alpine’s Personnel Policy Handbook and other handbooks and manuals relevant to this position.
- Commit to Alpine’s Relation Covenant guidelines.
- Other duties as assigned by Alpine’s executive leadership.

SPECIFIC RESPONSIBILITIES

- Oversee staffing, training and scheduling of paid and volunteer personnel in order to maintain high standards of hospitality, cleanliness and orderliness of Alpine’s meeting rooms, lodgings, restrooms and outdoor facilities and grounds.
- To insure the timely preparation of the rooms and grounds for use by all guests/campers and staff, including but not limited to daily housekeeping, “turnover” of the facility between groups, regular ‘deep cleaning’ and last minute needs and requests.
- Purchase and stock all custodial supplies and keep laundry room, storage and work areas clean and orderly.
- Ensure housekeeping tools and equipment such as vacuum cleaners, paper dispensers, soap dispensers, etc. are maintained in good repair.
- Meet weekly and as needed with Guest Relations personnel and other departments to clarify guest needs and expectations through discussion and understanding of Route Sheet contents and other sources of guest and program needs and requests.
- Notify Facilities manager if carpet in all areas need to be cleaned.
- Implement, maintain, and support Alpine’s guest service standards as documented within the Facilities Department and its handbooks, enhancing and improving upon those standards as guests’ and staff expectations, experience and insights dictate.
- Other duties as assigned by the Facilities Manager and Alpine’s executive leadership.

GENERAL ESSENTIAL FUNCTIONS

- Able to arrive consistently on time and prepared to work.
- Capable of ascending and descending stairs and ladders
- Capable of lifting and carrying up to 50 pounds
- Possesses a valid California driver’s license and a clean driving record or an Identification Card.
- Able to sit, stand and/or work in varied conditions for extended periods of time as needed.
- Able to clearly speak to and hear others both in person and through varied electronic communication devices.

SPECIFIC ESSENTIAL FUNCTIONS

- Possess sufficient mental acuity needed for assessing, and correcting as necessary, circumstances and scenarios effecting camper/guest safety on and near Alpine’s airsoft courses, archery range, creek, steep hills, roof tops and facilities.

Signatures:

I _____ have read and received a copy of my Job Description.
 (Print name)

I understand this overrides anything I have been given or told in the past. I further understand that I am expected to follow my job as is outlined above and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor:

 Employee

 Date Reviewed with Supervisor

 Supervisor

 Date Reviewed with Employee