

## JOB DESCRIPTION

### Position: Assistant Housekeeping Manager

This position is responsible for being the main point of contact between the Housekeeping Department and its associates, as well as all other departments in the hotel. This position will be responsible for coordinating the day-to-day activities for the Housekeeping Department and working closely with the Room Attendants, House Persons and Housekeeping Manager and Leadership Team.

Departmental and interdepartmental communication is critical to ensure the cleanliness of guest rooms, public spaces, offices, storage areas, and back-of-the-house. This role is responsible for maintaining housekeeping inventory and ensuring accountability of departmental equipment, as well as the administration of Lost & Found. This person will also be responsible for scheduling and communicating associate performance to managers.

The Assistant Housekeeping Manager will be responsible for the daily opening and or closing of the department and assignments of daily room cleaning schedules for the team.

#### RESPONSIBILITIES:

- Assist the Housekeeping Manager in the training of new and existing employees.
- Ensure standards of cleanliness are maintained in Guest rooms.
- Attend necessary meetings.
- Assist the Housekeeping Manager in reviewing the scheduling based on occupancy.
- Maintain par levels of inventory of cleaning supplies, linens, and brand required room materials and elements.
- Educate staff on safe work practices, including proper storage of chemicals and materials needed for daily room cleaning.
- Daily inspection of rooms to ensure cleanliness as per Wall Centre standards.
- Personally attend to the cleanliness of VIP Rooms and spaces.

#### QUALIFICATIONS:

- Flexible schedule, able to work early mornings and late evenings when required.
- Proven administration skills and organizational skills.
- Must be fluent in English, a second language is an asset.
- Proven multitasking abilities and ability to work in a fast-paced environment under pressure.
- Must possess good computer skills – fluent in Microsoft programs.
- Previous LightSpeed experience an asset.
- Proven ability in decision making and problem solving.
- Must be a team player.
- Must be able to push/pull up to 100 lbs. and lift/carry up to 20 lbs.
- Certificate or Diploma in Hotel and Restaurant Management or the equivalent is an asset.
- Minimum of two years' experience in customer service required.
- Previous experience in Housekeeping is preferred but not required.
- Previous supervisory experience is preferred but not required.
- Previous experience in the field is required.

#### HOW TO APPLY:

Please email your cover letter and resume to our Human Resources Department at [resumes@wallcentre.com](mailto:resumes@wallcentre.com).