

Title:	Executive Housekeeper
Reports To:	General Manager of Charley Creek Inn
FLSA Status:	Non-exempt: Full-Time, Hourly

Overview:
<p>The Executive Housekeeper is responsible for the overall leadership, direction, and performance of housekeeping operations at Charley Creek Inn. This role ensures exceptional cleanliness, presentation, and maintenance of all guest rooms, public areas, and laundry functions, supporting a consistently high-quality guest experience.</p> <p>Overseeing Room Attendants, Laundry Attendants, and Public Areas Attendants, the Executive Housekeeper establishes and maintains standards, processes, and accountability across all areas of housekeeping. This position combines hands-on operational leadership with team development, scheduling, inventory management, and quality assurance. Success in this role requires strong attention to detail, organization, and the ability to lead by example while fostering a culture of pride, consistency, and service excellence.</p>

<p>Essential Duties and Responsibilities (Note: Other duties may be assigned) <i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> Leads and manages all housekeeping operations, including guest rooms, public areas, and laundry, ensuring adherence to Charley Creek Inn’s cleanliness, presentation, and safety standards. Supervises, trains, schedules, and evaluates Room Attendants, Laundry Attendants, and Public Areas Attendants, fostering a high-performing and accountable team environment. Conducts regular inspections of guest rooms, public spaces, and laundry processes to ensure quality standards are consistently met; provides coaching and corrective feedback as needed. Develops daily work assignments and staffing plans based on occupancy, events, and operational needs to ensure efficient and timely service delivery. Maintains inventory of linens, guest supplies, cleaning products, and equipment; orders and manages supplies to ensure operational readiness while controlling costs. Ensures proper handling, use, and storage of cleaning chemicals and equipment in compliance with safety standards and regulations. Partners with maintenance and front desk teams to communicate room status, prioritize repairs, and address guest needs in a timely and effective manner.

- Oversees laundry operations, ensuring proper sorting, cleaning, handling, and distribution of linens and uniforms to maintain quality and longevity.
- Establishes and enforces procedures for lost and found, safety compliance, and emergency response within the housekeeping department.
- Supports onboarding and ongoing training of team members, including cross-training across housekeeping functions to build flexibility and coverage.
- Monitors departmental performance, identifies opportunities for improvement, and implements process enhancements to increase efficiency and service quality.
- Assists with budgeting and cost control measures related to labor, supplies, and operational expenses.
- Maintains a visible, hands-on presence in daily operations, stepping in to support room cleaning, public areas, or laundry functions as needed.
- Upholds professional standards in appearance, communication, and conduct, contributing to a positive team culture and guest experience.
- Works flexible schedules, including evenings, weekends, and holidays, as business needs require.

Responsibilities are subject to change and increase as the position evolves.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Adaptable and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear, compelling presentations and building relationships.
- **Confidentiality and Integrity:** Handles sensitive information with discretion and professionalism.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Project Management:** Experienced in leading projects, managing resources, and meeting deadlines.
- **Decision-Making and Problem-Solving:** Strong judgment in resolving complex issues.
- **Tech-Savvy:** Advancing in Microsoft 365 and leveraging technology for productivity.
- **Industry Knowledge:** Stays current on trends and best practices to drive innovation.
- **Leadership:** Leads teams to achieve departmental goals and maintains team morale.
- **Change Management:** Supports teams through change processes and fosters adaptability.

- **Financial Acumen:** Manages budgets and resources for optimal efficiency.
- **Relationship Building and Collaboration:** Fosters collaborative, mutually beneficial relationships to support organizational growth and stewardship.
- **Negotiation:** Effectively negotiates win-win outcomes with others.
- **Innovation and Problem-Solving:** Drives process improvements and creative solutions.
- **Cross-Functional Collaboration:** Works seamlessly across teams to achieve objectives.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

Education and/or Experience

High school diploma or equivalent required; associate or bachelor's degree in Hospitality Management, Business, or a related field preferred. Minimum of 3–5 years of progressive housekeeping experience in a hotel or hospitality setting, with at least 1–2 years in a supervisory or leadership role.

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Hotel environment.
- Constant walking and standing; frequent bending, stooping and reaching.
- Occasionally lift up to 50 lbs. with the ability to push or pull more than 50 lbs.
- Ability to work in a fast-paced environment.
- Strong sensory skills, such as good eyesight, good hearing, and dexterity.
- Ability to operate office equipment, including computers, copiers, fax machines, and phones.

Other Requirements

Position will require evening and weekend hours.