

Tenacre Foundation Housekeeping Supervisor

Job Title: Housekeeping Supervisor

Ministerial Designation: Non-ministerial, non-exempt, 40 hours/week

Department: Housekeeping

Reports To: Rita Melinis

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Romans 8:28 - "And we know that all things work together for good to them that love God, to them who are the called according to his purpose."

Summary

The Housekeeping Supervisor participates in the Mission and Ministry of Tenacre by supervising housekeeping services, as well as performing Housekeeping duties as needed.

Competencies

Trustworthiness: Be honest, don't lie, cheat or steal. Have the courage to do what is right even when it seems difficult. Be trusted to be able to work independently and flourish in a fluid work environment, to maintain our high standard of cleanliness and serenity. Show a willingness to follow instructions and a willingness to carry out additional tasks as assigned by supervisor and/or manager. Uses time efficiently by prioritizing and planning work activities. Keeps commitments, demonstrates respect for all, inspires the trust of others and demonstrates persistence and overcomes obstacles.

Ethics: Acts and speaks in a manner consistent with the highest ethics and integrity and ethically upholds organizational values; inspires the trust of others; maintains confidentiality; demonstrates respect for all; keeps commitments; understands lawful and ethical standards.

Servant Leadership and Teamwork: Builds the camaraderie and unity among all staff and within the Housekeeping team; inspires everyone's effort to succeed and goes the extra mile to assist someone.

Communication Skills: Communicates clearly, listens to others and is willing to ask questions to get clarification, and responds to others (one-on-one or with a group) in a non-hierarchical manner with warmth, respect, empathy and patience; conversation reflects the highest Biblical standard; replies to inquiries and completes requests on a timely basis; follows-up appropriately on requests made by others.

Interpersonal Skills: Is a peacemaker; keeps emotions under control; remains open to others' ideas and is willing to change viewpoint.

Quality Management: Demonstrates accuracy, thoroughness, orderliness, and attention to detail; gets questions answered from appropriate sources; embraces change and adapts well to new priorities and ideas, uses initiative appropriately.

Judgment: Makes sound, accurate and timely decisions; includes appropriate people in decision-making process.

Initiative: Shares with Manager to improve work practices.

Planning/Organizing: Prioritizes and plans work activities and uses time efficiently.

Essential Duties and Responsibilities; other duties may be assigned

- Adapts to a flexible work schedule; may be asked to work weekends on a four to six week rotating schedule, and is willing to cover needs that arise spontaneously for the Department
- Understands all Housekeeping positions and is capable and willing to fill in for a housekeeper
- Works closely with the Manager and Coordinator of the Housekeeping Department
- Checks daily on work assignments prepared with Coordinator
- Helps train staff to build a strong team
- Uses office technology; phone, pagers radio, copiers, fax computer, Tenacre network, internet, ADP, and room master
- Maintains Housekeeping files in computer, checks the Housekeeping Report Line and phone messages, and assigns immediate work needed and inputs these into a computer file
- Undertakes projects that come up and collaborates with the manager and coordinator on the execution of the tasks
- Maintains Housekeeping supply inventories
 - Places orders with vendors
 - Researches and purchases necessary supplies and equipment
 - Coordinates repair process for Housekeeping equipment
 - Practices and exemplifies stewardship when utilizing Tenacre's resources for the Housekeeping department
- Supports staff in understanding and practicing safety methods in Housekeeping
- Follows up regularly with housekeepers who are working on projects to make sure they have everything they need, and that the equipment used is working properly
- Makes sure there is a radio available in places where there are no phones for Housekeepers
- Calls the Building and Grounds Department when their services are needed
- Visits offices regularly, when it is convenient for the occupant, to see if there is extra cleaning needed; Housekeeping cleans offices weekly
- Works with Manager with different aspects of moving and storing furniture
- Upkeeps furniture and decorations that are in storage
- Checks regularly that everything is clean and working properly in the rooms above the Post Office
- Communicates with the Christian Science Nursing and the School of Christian Science Nursing on a regular basis to take care of any needs that might arise

Duties in the Visitor Center

- Works closely with Visitor Center Manager to meet the needs in the Center
- Makes sure appliances are working in the Center kitchen
- Keeps an eye on supplies for reorder, especially the ones used only in the Center
- Reminds and checks with Housekeepers to keep Center linens in good order
- Inspects the rooms in the Center after a "check-out" is completed and makes sure everything is in its place and working properly, then checks it off on the Room Master

Duties for Events

- Plans ahead to work with Manager and Coordinator
- Needs to be flexible to changes and events that come up quickly, since Discovery events are usually big and could cover more than one area
- Makes sure all equipment is in good working order and clean
- Coordinates with other departments as needed

Physical: May be required to lift objects up to 30 pounds

Safety: Is well versed in and consistently follows Tenacre's safety program procedures and policies

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty as stated above satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and/or Education

- Proficient in speaking, reading and writing English
- Experienced and trained in housekeeping
- Housekeeping experience in a team setting
- Experience in leadership role
- Computer skills
- Christian Science Mother Church membership, preferred