



## Job Description

**Job Title:** Housekeeping Manager

**Reports To:** Assistant Director of Operations

**Department:** Operations

**Supervises:** Yes

**FLSA Status** Full-Time Hourly; Non-Exempt

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**POSITION SUMMARY:** Manage Housekeeping Department by maintaining quality controls and implementing policies, procedures, and record keeping in all phases of housekeeping activities in accordance with the federal, state, and local standards and guidelines.

**ESSENTIAL FUNCTIONS:** *This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the primary job elements.*

### **DUTIES AND RESPONSIBILITIES:**

1. Hires, assign work, monitor activities and performance tracking, conduct appropriate coaching, counseling, training and discipline. Ensures staff compliance with all applicable company policies and procedures.
2. Develops and maintains Standard Operating Procedures for cleaning of the building to maintain high expectations for facility cleanliness. Ensure that all safety policies and procedures are enforced in the department. Conduct inspections to ensure proper follow through by department staff.
3. Trains staff on safety, standard procedures, new technologies, and required chemicals in accordance with MSDS.
4. Maintains relationships with vendors and suppliers.
5. Daily supervision of the housekeeping staff, including the day, event and post-event crews.
6. Coordinate the Housekeeping activities between both buildings (Renasant Convention Center & Cannon Center for Performing Arts) and all departments.

7. Anticipate problems and appropriate solutions. Investigates, analyzes and solves operational problems and complaints.
8. Plans, organizes and directs team members to ensure the highest degree of guest satisfaction.
9. Determine and maintain the department work schedule used to notify staff of upcoming events and ensure proper preparation and staffing for each event.
10. Purchase, re-order and maintain housekeeping supplies and inventory.
11. Ensures the proper maintenance of all equipment; plans for repair and/or replacement.
12. Knowledge of OSHA and safety standards within Housekeeping department.
13. Assures facility readiness and smooth operation of Housekeeping Department during the events.
14. Establishes or adjusts work procedures to meet in office and event schedules.
15. Observes and reports facility repairs and maintenance, as necessary.
16. Performs other duties as assigned or directed.

**QUALIFICATIONS:**

***Education:***

- Minimum High School diploma or equivalent

***Experience:***

- Four (4) years of experience in all aspects of Housekeeping in a large, multi-use facility required.

***Licenses or Certificates:***



## **SUPERVISORY RESPONSIBILITIES:**

Manages all employees in the Housekeeping Department. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with MMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Proper use and maintenance of hand and power tools related to job functions
- Applicable safety rules and procedures
- Customer Service practices

### **Ability To:**

- Work from general instructions and specifications, with minimal supervision
- Perform general labor related tasks in a safe and efficient manner
- Grasp, hold, bend and twist a wide range of tools, equipment and materials
- Operate a wide variety of equipment including floor scrubbers, and
- Other small equipment as required
- Work effectively in a service-oriented environment subject to frequently changing priorities
- Establish and maintain effective working relationships with staff, contractors and facility users

### **Skills Required:**

- Work independently, exercising judgment and initiative with minimal supervision.
- Maintain an effective working relationship with employees and others encountered through the course of employment.
- Work effectively under pressure and/or stringent schedule and produce accurate results in a fast-paced environment.
- Organize and prioritize work to meet deadlines. Remain flexible and adjust to situations as they occur.



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- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Operate standard office equipment and personal computer(s) using Microsoft Office.

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

Physical Demands: Requires sedentary work involving standing or walking for brief periods, exerting up to 50 pounds of force on a regular basis; and some dexterity in operating office equipment; must be able to use hands and fingers for sign language.

Unavoidable Hazards: The position is exposed to no unusual environmental hazards.

Sensory (ADA) Requirements: The position requires normal visual acuity and field of vision, hearing and speaking abilities.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

MMG is an Equal Opportunity Employer. MMG provides reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

*MMG is an Equal Opportunity/ Affirmative Action Employer, we will consider applicants for all positions without regard to race, color, religion, national origin or ancestry, sex, age (40+), disability, veteran status, or any other legally protected status under local, state, or federal law.*