



JOB INFORMATION

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| <i>Job Code:</i> | 179816 |
| <i>Job Title:</i> | Housekeeping Supervisor |
| <i>FLSA Status:</i> | Non-Exempt |
| <i>Supervisory:</i> | Leads one or more employees performing similar work. |
| <i>Job Family:</i> | Housekeeping |
| <i>Job Family Group:</i> | Facilities Management and Construction |
| <i>Management Level:</i> | 6 Supervisor |

JOB SUMMARY

This position is responsible for planning, scheduling, coordinating and overseeing the activities of a housekeeping staff, providing guidance and direction to service personnel. The Housekeeping Supervisor ensures that all health and safety regulations are met, responds to customer requests and complaints, and maintains the security of keys and equipment. The position also documents maintenance requests, tracks costed schedules and expenses, maintains housekeeping records, and provides excellent customer service.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|---------------------------|-----------------------|
| X | | High school or equivalent | |

Additional Education

Check here if experience may substitute for some of the above education.

| | |
|--------------------------|---|
| <input type="checkbox"/> | Combined experience/education as substitute for minimum education |
|--------------------------|---|

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|-------------------------|
| X | | 3 years | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

| | |
|--------------------------|---|
| <input type="checkbox"/> | Combined experience/education as substitute for minimum work experience |
|--------------------------|---|

Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|--|
| X | | Experience in housekeeping, to include lead or supervisory experience. |
| X | | Thorough knowledge of housekeeping trade. |
| X | | Knowledge of requisite cleaning standards, methods, materials, and equipment. |
| X | | Familiarity with the operation of industry standard mechanical cleaning equipment. |
| X | | Proven customer service experience. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|--|
| X | | Ability to speak and write in English. |
| X | | Ability to motivate and direct others. |
| X | | Ability to lift a minimum of 30 lbs. |
| X | | Ability to stand for long periods of time. |
| X | | Ability to work flexible schedule (days, evenings, weekends and holidays). |
| X | | Ability to work in a fast-paced environment. |

Licenses

| Req | Pref | License(s) |
|-----|------|---|
| X | | Valid driver's license may be required. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|---|
| X | | | Housekeeping certifications, as required. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Plans, schedules, coordinates and oversees activities of housekeeping staff on a daily basis and for assigned events. Reviews housekeepers' work for quality, completion, accuracy and adherence to internal standard operating policies and procedures (SOP). Conducts investigation, counsels and/or disciplines as needed. | | | | |
| Provides guidance and direction to service staff. Schedules and assigns workload. Trains housekeeping employees. Demonstrates techniques, equipment or procedures to service staff. | | | | |
| Ensures assigned unit meets and/or exceeds all federal and state health and safety regulations. Conveys established policies and procedures. | | | | |
| Responds to and tracks customer requests, complaints and feedback. | | | | |
| Maintains security of equipment, keys, and supplies issued each day. Conducts inventory of linens and other supplies. | | | | |
| Documents and communicates maintenance requests to the appropriate departments or personnel to ensure quality service standards. | | | | |
| Tracks costed schedules and expenses and adjusts operating plans to address variances. | | | | |
| Maintains housekeeping records in accordance with applicable regulations. | | | | |
| Provides excellent customer service to faculty, staff, students, and guests. Responds to requests from guests, supervisors or management in a timely and efficient manner. Maintains friendly, helpful demeanor. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|------------|--|------------|--|
| | In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies |

| Other Requirements | | | |
|--|---|-------------------|--|
| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
| | notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/ |
| <i>Campus Security Authority (CSA)</i> | | | <i>Essential:</i> |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | | | No |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

| | | |
|---------------------|-----------|-------|
| _____ | _____ | _____ |
| Print Employee Name | Signature | Date |
| _____ | _____ | _____ |
| Print Manager Name | Signature | Date |

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.