



House Manager/Executive Housekeeper, USC Presidential Residence Job Description

JOB INFORMATION

<i>Job Code:</i>	179819
<i>Job Title:</i>	House Manager/Executive Housekeeper, USC Presidential Residence
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Housekeeping
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Oversees and maintains daily operations for the university president's private quarters at the USC Presidential Residence. Maintains records of household personal items, cleans and cares for rooms and furnishings. Maintains kitchen appliances, supplies, and pantry stock. Reports on any issues with the residence that need attending to. Greets guests, handles house-related correspondences, and runs errands as requested by the president and/or their chief of staff. Makes beds, changes linens, and does laundry. Acts as point-person and is on-site for all events hosted at the president's home. Coordinates with university support staff or outside vendors, defining needs and overseeing all services related to maintaining the president's home. Reports directly to the presidential chief of staff.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Specialized/technical training	

Additional Education

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

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		7 years	performing general housekeeping duties for an executive and/or family residence
	X	10 years	

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Exemplary oral and written communication skills, demonstrating diplomacy, tact, and discretion.
X		Demonstrated interpersonal skills interacting with executives.
X		Proven experience fostering environments of trust, transparency, and accountability.
X		Demonstrated experience with modern communication tools and software (e.g., smartphones).
	X	Demonstrated experience managing time-sensitive, complex, highly confidential matters, and meeting strict deadlines.

Licenses

Req	Pref	License(s)
X		Valid California driver's license.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees and maintains daily operations for the university president's private quarters at the USC Presidential Residence. Reports to the chief of staff and works with the hospitality and guest services manager, assisting the coordination of all public activities and events at the residence. Attends events to provide assistance and support. Maintains records of household personal items (e.g., art, décor, electronics, guest belongings), ensuring their physical safety and integrity.				
Provides cleaning and care of the interior/exterior rooms and furnishings (e.g., bedrooms, chandeliers, patio furniture). Sweeps, mops, and/or vacuums floors, carpets, and baseboards. Washes windows, monitors and waters indoor plants, and cares for family pets as needed. Collects and removes garbage, recycling, and/or compost. Cleans and polishes silver, crystal, and fine china.				
Greets and receives guests, serves food and beverages, and collects and washes dinnerware. Orders, establishes and maintains the kitchen appliances, supplies, and pantry stock in the private residence, ensuring inventories are regularly replenished. Plans and/or prepares meals, as requested, coordinating food for both the president and/or present guests. Coordinates with caterers, the president's office, and/or other stakeholders to support special dining events (e.g., logistics communications, bartending).				
Makes beds and changes linens, does laundry, and irons clothing. Cleans bathrooms, replenishes toiletries, and runs errands for personal items as needed. Cares for and supervises any young children, as applicable and requested.				
Handles family correspondence, as needed (e.g., taking messages, handling private mail). Coordinates with and may oversee university support staff or outside vendors (e.g., Information Technology Services, catering crews), defining needs and maintaining all services inside the private residence. Provides feedback, addressing problems and errors.				

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 notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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 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/	Yes

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.