



USC University of Southern California

Lead Housekeeper Job Description

JOB INFORMATION

Job Code:	179824
Job Title:	Lead Housekeeper
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	Housekeeping
Job Family Group:	Facilities Management and Construction
Management Level:	7 Individual Contributor

JOB SUMMARY

Oversees a housekeeping staff, assesses and organizes the housekeeping workload, and inspects all assigned areas to ensure cleanliness standards are met. Performs standard housekeeping procedures, maintains security of keys, equipment and supplies, and provides excellent customer service. Administers and assists with planning expense budgets and ensures that records are maintained.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 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		Experience in housekeeping, to include lead experience.
X		Thorough knowledge of housekeeping trade.
X		Knowledge of all cleaning standards and methods, materials, and equipment.
X		Knowledge of and compliance with the operation of all mechanical cleaning equipment.
X		Proven customer service experience.
X		Ability to speak and write in English.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to motivate and direct others.
X		Ability to lift a minimum of 30 lbs.

Certifications

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

Other Job Factors

- Must be able to stand for long periods of time.
- Must be able to work flexible schedule (days, evenings, weekends and holidays).
- May be required to respond to after-hours emergency situations.
- Required to work in a fast-paced environment.
- Will be exposed to household chemicals.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees housekeeping staff. Trains staff and reviews work for quality, completion, accuracy and adherence to internal operating policies and procedures. Counsels or disciplines as needed.				
Assesses and organizes housekeeping workload in a logical manner to ensure efficient operations. Plans or schedules staff accordingly, including arranging for temporary workers, when necessary. Makes any necessary adjustments to meet deadlines and commitments.				
Inspects all assigned areas, restrooms and public areas to ensure cleanliness standards are met.				
Performs standard housekeeping procedures, as needed. Cleans and services assigned area in a timely and organized manner according to procedures and standards, as needed. Ensures that housekeeping standards are met.				
Maintains security of equipment, keys, and supplies issued each day.				
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.				
Documents and communicates maintenance requests to the appropriate departments or personnel to ensure service quality standards are met.				
Administers and assists with planning income and expense budgets. Develops projections. Tracks actual income and/or expenses and adjusts operating plans to address variances.				
Ensures records are kept up-to-date and maintained in accordance with applicable regulations. Develops and/or produces various operating reports (e.g., project status, work backlogs) as required.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.