

# JOB POSTING

Job Title: Assistant Housekeeping Manager

Job Status: Permanent

Start Wage: \$60,000 per annum

## Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as “A refined coastal experience in a waterfront city setting, guided by sincere, friendly service, to create remarkable memories.” The Assistant Housekeeping Manager plays a leadership role in the supervision and administration of the Housekeeping department. This includes ensuring the goals and objectives of the department are met while being part of creating memories and providing exceptional guest experience.

## Responsibilities:

- Assist with daily operations and administration of the Housekeeping Department within an unionized environment
- Oversee the general cleanliness of the guest rooms and public areas of the hotel
- Provide leadership in accordance with the Hotel's Vision and Values
- Create exceptional Guest experiences and satisfaction by championing service standards
- Ensure service standards in all areas of responsibility are adhered to and continually improved
- Work to ensure guest expectations are exceeded through customer service, experience enhancement, and written communications
- Assist in planning departmental meetings
- Assist in the management of Housekeeping labour through recruitment, weekly scheduling and fulfilling Payroll related procedures while adhering to the financial plan
- Monitor Housekeeping quality standards
- Monitor inventory of supplies and amenities, and fulfilling orders in accordance with monthly budget and forecast
- Assist in handling guests' comments & concerns in regards to Housekeeping standards
- Assist with colleagues' development through hotel & departmental training programs and performance management including coaching and disciplining, and help resolve any colleague concerns
- Lead, motivate, mentor and empower the Housekeeping team through responsible leadership
- Take part in completing probationary and annual performance appraisals
- Ensure colleagues are complying with our policies, procedures and safety standards
- Perform regular inventories and maintain par level of stock
- Work closely and effectively communicate with other leaders to ensure the smooth management of operations through preparation and follow-up

- Ensure the Collective Agreement and the Hotel's Standards of Conduct are maintained in all areas of responsibility
- Take charge of all communication in the absence of the Housekeeping Manager
- Any other duties deemed necessary to fulfill the role

#### Job Requirements:

- 3 years of housekeeping experience with minimum 2 years' experience in a management /supervisory role within a diverse team
- Experience in a unionized environment an asset
- Sound working knowledge of Microsoft Windows applications
- Knowledge of OPERA Property Management System an asset
- Post-secondary education in Hospitality & Tourism Management or a related field an asset
- Passion for guest service
- Excellent interpersonal skills and professional demeanor
- Excellent written and verbal communication skills
- Excellent time management skills
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Must possess a high level of attention to detail and accuracy
- Must be an "Out of the Box thinker" and have a resourceful personality
- Understands the importance of creating a fun and rewarding work environment
- Proven ability to train, lead, coach and motivate colleagues
- Thrives under a high pressure and fast paced environment
- A resourceful personality
- Understands the importance of creating a fun and rewarding work environment
- Ability to work weekdays, weekends, and statutory holidays
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

Reports To: Housekeeping Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://www.laurelpoint.com/careers)

#### What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season

- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount - 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one-night stay including breakfast for 2
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!