



Job Description

Title: Housekeeping Supervisor

Entity: OVG360

Status: Full Time, Salaried

Reports To: Director of Operations/AGM

Supervises: Part-Time Housekeeping Crew/Part-Time Operations Staff

Summary:

Under general direction from the Director of Operations/AGM, the Housekeeping Supervisor directs, manages, supervises and coordinates housekeeping activities for the facility. The Housekeeping Supervisor will assist with event setup & tear down and daily operational activities at the SOEC as required and provides responsible staff assistance to the Director of Operations/AGM.

Job Functions:

- Plan, direct and coordinate the custodial/housekeeping functions for the SOEC
- Assist with the overall daily operation and maintenance of the SOEC including event set ups and tear downs
- Assist with hiring of operations and housekeeping part time staff
- Schedule housekeeping staff, assign work activities, monitor work flow, inspect work product of subordinates ensuring tasks have been completed in a timely manner according to department and venue standards
- Receive and maintain housekeeping supplies
- Conduct inventories of housekeeping equipment and supplies at the SOEC, PTCC and Memorial Arena
- Develop and maintain accountings for labor and materials by event and cost category
- Maintain storage areas and equipment in designated areas in a neat and orderly manner
- Operate a wide variety of equipment used in the maintenance of the facility such as riding floor scrubbers, high lifts, fork lifts, vans, carpet extractors, floor polishers etc...
- Attend internal meetings representing the Operations Department
- Work effectively in a service oriented environment subject to frequently changing priorities
- Ability to work under high pressure in meeting urgent deadlines
- Establish and maintain a cooperative working relationship with those contacted in the course of work: staff, contractors, facility users...
- Work a flexible schedule including early mornings, days, evenings, overnight, weekends, holidays, extended (long) work days and extended number of days
- Perform other duties as assigned



Qualifications:

- Minimum two (2) years of increasing responsibility and experience in event setup in an arena, sports complex, convention centre, hotel or other public assembly facility.
- Minimum one (1) year of supervisory responsibilities
- Minimum High School Diploma or Equivalent. Post-secondary level education an added asset.
- Strong leadership qualities, with emphasis in working with and training “casual” staff
- Excellent communication skills both written and verbal
- Possession of, or ability to obtain a current CPR certificate
- Possession of, or ability to obtain a driver’s license
- Working knowledge of the proper use and maintenance of hand and power tools related to job functions
- Familiar with terminology used in entertainment and convention settings
- Knowledge of customer service practices
- Must have computer skills in Microsoft office applications and word processing, spreadsheets, databases, presentation, and internet software

Physical Demands:

- Ability to respectively kneel, crouch, reach, maneuvering stairs and lift heavy objects
- Ability to work from an elevated position
- Ability to multi-task and prioritize tasks in a fast paced environment
- Ability to problem solve and think critically