



Inn at Black Star Farms: Housekeeping Supervisor

PURPOSE: Directly responsible for the cleanliness of all guestrooms and public areas in the Inn.

CLASS: Full-time hourly, 30-40 hours/week

HOURS: Full-time 8:30 AM-4:30 PM, must be able to work weekends and holidays

COMPENSATION: \$16-\$18/hour based on experience, health, and dental benefits

RESPONSIBILITY: Maintaining cleanliness of public/private spaces related to overnight guests and room turnovers, laundry coordination, and other tasks necessary to create a premier destination experience for guests

REPORTING TO: Inn Manager

DUTIES, including but not limited to:

- Scheduling and working with the Innkeeper to ensure adequate staffing for incoming check-ins.
- Supervise, train, and work alongside staff to ensure all guest rooms are clean and presentable.
- Ensure operational procedures are followed at all times.
- Cleaning and stocking guest bedrooms and bathrooms to ensure all rooms are prepared and inspected according to Black Star Farms standards
- Keep linen inventory.
- Performing various cleaning activities in the Inn's public areas, such as sweeping, mopping, dusting, and polishing.
- Checking stock levels of all amenities in housekeeping storage areas and replacing them when appropriate. Reporting to the Inn manager when supplies need to be ordered.
- Responding to guest concerns/requests with professionalism and patience.
- Communicating with Innkeepers and/or management regarding damages, deficits, and disturbances. The housekeeping supervisor should proactively address maintenance concerns and alert the innkeeper of maintenance needs.
- Responsible for training housekeeping staff regarding our cleanliness and room presentation standards.
- Work with the Inn manager to continually improve standards.





QUALIFICATIONS

- Ability to be flexible and resourceful in a fast-paced environment without compromising quality.
- Professional appearance and customer-oriented, friendly conduct.
- Willing to work with and invest in a diverse team and intricate operation.
- Able to lift up to 40lbs, bend and kneel for extended periods, climb stairs frequently, and be continuously on the move.
- Strong prioritization and time management skills.
- A desire to make the best better.

