



Inn at Black Star Farms: Housekeeping Supervisor

PURPOSE: Directly responsible for the management of standards, practices, functions, and personnel of the housekeeping department with the assistance and guidance of the Inn Manager.

PAY RATE: \$19-\$20/hour based on experience—Health, dental, vision, and retirement plan benefits available

CLASS: Full-time hourly

HOURS: 30-40 hours/week

REPORTING TO: Inn Manager

RESPONSIBILITIES AND DUTIES

Include, but not limited to:

- Working with the Inn Manager to set and improve housekeeping and room preparation standards for the Inn
- Scheduling and working with Innkeeper to ensure adequate staffing for incoming check-ins
- Ordering linens and towels weekly through our vendors to keep an adequate supply
- Supervise, train, and work alongside staff to ensure all guest rooms are clean and presentable according to Black Star Farms standards
- Ensure operational procedures are always followed
- Work with Inn Manager to schedule daily, weekly, monthly, and yearly housekeeping tasks for upkeep of Inn rooms, BOH areas, common areas, and equipment
- Cleaning and stocking guest bedrooms and bathrooms to ensure all rooms are prepared and inspected according to Black Star Farms standards
- Laundry service and organization (weekly linen ordering)
- Performing a variety of cleaning activities in the public areas of the Inn, such as sweeping, mopping, dusting, and polishing
- Checking stock levels of all amenities in housekeeping storage areas and replacing when needed—report to the Inn Manager when ordering supplies
- Responding to guest concerns/requests with professionalism and patience
- Communicating with Innkeepers and/or management regarding any damages, deficits, and disturbances—the Housekeeping Supervisor should be proactive with any maintenance concerns and alert the innkeeper to maintenance needs





QUALIFICATIONS

- Ability to be flexible and resourceful in a fast-paced environment without compromising quality
- Have a professional appearance with customer-oriented and friendly conduct
- Willing to work with and invest in a diverse team and high-paced 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

