

# Convention Center Authority

**Position Title: Housekeeping Supervisor**

<b>Position #:</b>	
<b>Salary Grade:</b>	
<b>Effective Date:</b>	
<b>Revision Date:</b>	

<input type="checkbox"/>	<b>Exempt</b>
<input checked="" type="checkbox"/>	<b>Non-Exempt</b>

<input checked="" type="checkbox"/>	<b>Full-Time</b>
<input type="checkbox"/>	<b>Part-Time</b>
<input type="checkbox"/>	<b>Seasonal</b>

<b>Indicate Employee Type</b>	
<input type="radio"/>	Administration
<input type="radio"/>	Sales/Marketing
<input type="radio"/>	Event & Guest Services
<input checked="" type="radio"/>	Operations
<input type="radio"/>	Finance & Administration
<input type="radio"/>	Food & Beverage Services

**POSITION SUMMARY: In a few sentences, briefly describe the primary function and purpose of position.**

Under the direction of Housekeeping Manager, is responsible for supervising work activities of housekeeping personnel to ensure the interior/exterior of Music City Center/Nashville Convention Center is clean, orderly and that the highest degree of quality client care is maintained at all times. Assign duties, inspect work and investigate complaints regarding housekeeping service and equipment and take corrective action.

**PRINCIPAL POSITION RESPONSIBILITIES/DUTIES: Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions.**

RESPONSIBILITIES/DUTIES	
1.	Supervises the daily activities of the Housekeeping department to include appropriate cleaning of all offices, restrooms, meeting space, and all public spaces. This also includes the exterior perimeter of the facility, all entrances, and the parking garage.
2.	Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
3.	Establishes a work schedule to ensure the best service in the most cost effective way and resolves any coverage issues.
4.	Daily supervision of the housekeeping services such as cleaning, mopping, scrubbing, sanitizing the floors, and other surfaces as well, etc.
5.	Make sure that restrooms are sanitized, cleaned and stocked on a regular basis.
6.	Maintain inventory of all housekeeping supplies to ensure adequate stock is on hand daily.
7.	Uphold the highest standards of cleanliness, safety and conduct.
8.	Knowledge of OSHA, MSDS, Bio-Hazard clean-up procedures and safety standards within Housekeeping Department
9.	Conduct pre-event inspection of all meeting space and public areas prior to events.
10.	Recruit and interview applicants and makes hiring recommendations to the Housekeeping Manager as well as recommended dismissals.
11.	Ensure the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.
12.	Must be trustworthy and reliable, assertive and able to train and motivate staff
13.	Assist in scheduling booth cleaning as may be ordered and required by events
14.	Coordinates all cleaning at times that is most conducive to event activity and providing the best customer experience.
15.	Investigates new LEED certified supplies and ensures the team has the best and most cost effective products for the job.
16.	
17.	<b>Perform additional duties as assigned.</b>

**Job Evaluation Factors (Check all that apply)**

<b>Formal Education</b> <i>(Minimum Required)</i>	<input checked="" type="checkbox"/> H.S. Diploma or GED preferred	<input type="checkbox"/>	Bachelor's Degree preferred
	<input type="checkbox"/> Vocational or Technical School required	<input type="checkbox"/>	Education/Experience Equivalent
	<input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/>	Other:

<b>Minimum Experience</b> <i>(Minimum Required)</i>	<input type="checkbox"/> None	<b>Impact On Budget</b>	<input checked="" type="checkbox"/> Contributory
	<input checked="" type="checkbox"/> One to three years		<input type="checkbox"/> Direct
	<input type="checkbox"/> Three to five years		<input type="checkbox"/> Other:
	<input type="checkbox"/>		
Other: Minimum of 1-3 years experience in all aspects of Housekeeping in a large, multi-use facility required, with at least 1 years of supervisory experience.			

<b>Decision Making</b> <i>(level of direction &amp; supervision)</i>	<input type="checkbox"/> Little independent judgment required
	<input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines
	<input type="checkbox"/> Establish Policy & Procedures
	<input type="checkbox"/> Other:

<b>Problem Solving</b> <i>(Typical level encountered over extensive period of time)</i>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor
	<input checked="" type="checkbox"/> Choices defined in standard work procedures/policies
	<input checked="" type="checkbox"/> Methods chosen before in similar situations
	<input type="checkbox"/> Identification and analysis of diverse problems
	<input type="checkbox"/> Complex, varied and only mildly related to those seen before
	<input checked="" type="checkbox"/> Requires understanding/evaluation of impact upon the CCA
<input type="checkbox"/> Other:	

<b>External Contacts</b>	<input type="checkbox"/> External communication is minimal
	<input checked="" type="checkbox"/> Regular contact with general public
	<input type="checkbox"/> External contacts involving difficult formal negotiations
	<input checked="" type="checkbox"/> Effectively deal with diverse groups and organizations
	<input type="checkbox"/> Other:

<b>Supervisory Responsibility</b> <i>(Typical level encountered over extensive period of time)</i>	<input type="checkbox"/> None
	<input type="checkbox"/> Authority limited to direction of temporary employees only
	<input checked="" type="checkbox"/> Orient/train others; may act in a lead capacity
	<input checked="" type="checkbox"/> Provide leadership/direction to staff on event related issues
	<input checked="" type="checkbox"/> Supervise multiple functions, with full responsibility for effective operation & results
	<input type="checkbox"/> Overall responsibility to provide direction and guidance
<input type="checkbox"/> Other:	
Number of Direct Reports: 12 + Contract Labor	

<b>Job-Related Knowledge</b> <i>(knowledge of...)</i>	<input checked="" type="checkbox"/> Basic skills in oral & written communication	<input type="checkbox"/> Microsoft Publisher
	<input checked="" type="checkbox"/> Microsoft Word	<input type="checkbox"/> AutoCad
	<input checked="" type="checkbox"/> Microsoft Excel	<input type="checkbox"/> Financial Management
	<input type="checkbox"/> Microsoft PowerPoint	<input type="checkbox"/> Administrative principles/practices
	<input type="checkbox"/> Microsoft Access	<input checked="" type="checkbox"/> Computers
	<input checked="" type="checkbox"/> Microsoft Outlook	<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Flexible work schedules; will include nights, weekends and holidays	<input checked="" type="checkbox"/> Simple arithmetic and able to follow instructions
	<input checked="" type="checkbox"/> Must be physically fit as most functions are incumbent of up to 50 pounds	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Proven excellence in customer service	<input checked="" type="checkbox"/> Motivating, developing and directing people as they work, identifying the best people for the job	
<input checked="" type="checkbox"/> Proven job reliability, diligence, dedication and attention to detail	<input checked="" type="checkbox"/> Knowledge of Housekeeping process and procedures	
<input checked="" type="checkbox"/> Considering the relative costs and benefits of potential actions to choose the most appropriate one	<input checked="" type="checkbox"/> Previous experience supervising a team of housekeeping employees (10 +) through motivation, coaching and development	
	<input type="checkbox"/> Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work	

**WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)**

Working Conditions		Physical Effort	
<input checked="" type="checkbox"/> Office, computer room	<input checked="" type="checkbox"/> High noise environment	<input type="checkbox"/> Typically sitting at a desk or table	<input type="checkbox"/> Lifting 11-25 lbs
<input checked="" type="checkbox"/> Service Areas	<input checked="" type="checkbox"/> High dust, dirt, grease environment	<input checked="" type="checkbox"/> Typically standing or walking	<input checked="" type="checkbox"/> Lifting 25 lbs or more
<input checked="" type="checkbox"/> Flexible work schedules	<input checked="" type="checkbox"/> Exposure to moving machinery	<input checked="" type="checkbox"/> Bending, crouching, stooping	<input checked="" type="checkbox"/> Using Power Tools
<input checked="" type="checkbox"/> Valid TN Driver's License	<input checked="" type="checkbox"/> Exposure to chemicals	<input type="checkbox"/> Running, climbing	<input checked="" type="checkbox"/> Using Pallet Jack
<input type="checkbox"/> Travel Required	<input checked="" type="checkbox"/> Outdoor exposure to weather	<input checked="" type="checkbox"/> Intermittently sitting/standing/walking	<input checked="" type="checkbox"/> Using Utility Carts
<input checked="" type="checkbox"/> Exposure to Customers	<input type="checkbox"/> Requires Pre-employment Physical	<input type="checkbox"/> Climbing ladders/scaffolds	<input checked="" type="checkbox"/> Using Forklift
		<input type="checkbox"/> Lifting 10 lbs or less	<input checked="" type="checkbox"/> Driving CCA Vehicle

Team Member Print  
Name/Date \_\_\_\_\_

Date: \_\_\_\_\_

I have read and understand the job requirements.

Team Member Signature \_\_\_\_\_

Supervisor Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Copies to: Team Member  
Department Director  
Personnel File

For HR Use Only (Do not write below this line):