



Housekeeping Inspector

TITLE: Housekeeping Inspector

SUMMARY: Under the direct supervision of the Director of Housekeeping, the Housekeeping Inspector coordinates and oversees housekeeping staff operations. This role ensures that all cleanliness and condition standards are consistently met. The Housekeeping Inspector collaborates with the Conference Coordinator to facilitate room turnovers and event setups. Additionally, this position manages housekeeping staff scheduling in the absence of the Director of Housekeeping.

STATUS: Full time

CLASSIFICATION: Non-Exempt

REPORTS TO: Director of Housekeeping

DIRECT REPORTS: Housekeeper, Houseman, Housekeeper & Laundry

ESSENTIAL FUNCTIONS OF THIS POSITION:

- A. Maintains accommodation standards by conducting thorough inspections of guest rooms, cabins, conference rooms, public areas, and storage areas and documenting the results.
- B. Addresses and resolves guest complaints promptly.
- C. Develops and provides training for housekeeping staff.
- D. Assists in the hiring, supervision, evaluation, discipline, and termination of housekeeping staff.
- E. Manages the purchasing of supplies and controls inventory.
- F. Inspects rooms prior to guest arrivals and upon their departure to assess for any damages.
- G. Serves as the primary liaison between housekeeping and other departments to ensure rooms are ready for guests.
- H. Assists with counting linens, delivering amenities, and cleaning rooms as needed.
- I. Oversees and participates in group checkouts, reports damages, and checks buildings for energy-saving measures (e.g., reducing heat, closing windows) as groups depart.
- J. Removes trash and garbage from facilities and cabin areas.
- K. Clears snow from roadways, sidewalks, stairs, and steps.
- L. Maintains high staff efficiency to ensure the site, facilities, and equipment are kept in exceptional condition.
- M. Assists in setting up of conference rooms and moving furniture as needed.
- N. Other duties as assigned*

KNOWLEDGE, SKILLS, AND ABILITIES

- A. Ability to organize tasks, delegate responsibilities, train and support staff, and foster teamwork.
- B. Ability to exercise sound judgement in the absence of close supervision.
- C. Ability to demonstrate strong communication skills.
- D. Ability to demonstrate effective time and priority management skills.
- E. Ability to demonstrate a high level of competence and efficiency in managing accommodations and guest services operations.
- F. Ability to execute detailed plans, set priorities, manage high volumes of work, and maintain a calm demeanor when interacting with individuals.

QUALIFICATIONS:

- A. Availability to work a flexible schedule, including weekends, weekdays, and holidays, required.
- B. Two (2) years of experience in hospitality, hotel management, or similar industry, required.
- C. Two (2) years of experience in managing other staff, preferred.

PHYSICAL AND MENTAL DEMANDS

Physical Demands: The essential functions of the position may require **frequent** long periods of sitting and standing; repetitive use of both hands and finger dexterity in both hands, handle or feel, grasp and hold and cut; see, talk, hear; reach with hands and arms; and walk upstairs and inclines.

The employee is **frequently** required to twist, stand, walk, climb or balance, stoop, kneel, crouch, or crawl. **Occasionally** required to lift, push, pull, and/or carry up to 50 pounds. Specific vision abilities **frequently** required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee is required to walk on unstable grounds and **occasionally** up to a mile within and around the camp/conference center.

Mental Demands: The essential functions of the position require the ability to read and write complex material, perform simple and complex math calculations, and the ability to perform simple and complex tasks; perform clerical functions, compile and analyze information; coordinate activities, supervise and instruct others; follow instructions, influence others, meet time requirements, memorization, problem solving through use of independent judgment and decision-making skills.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the

work environment is usually moderate. Work will entail the use of computer equipment. The employee works alone, with others, around others, with verbal and face-to-face contact.

***The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center.** Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.

Zephyr Point

Mission

Inviting all to experience God through education, exploration, & inspiration.

Vision

A center of excellence cultivating spiritual growth, recreation, and learning
in an inclusive environment of natural beauty, hospitality, and peace.

Values

Serving with love

Creating community

Caring for and learning from Creation

Engaging the mind, refreshing the body, nurturing the soul

Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Executive Director Signature _____ Date _____