

# Housekeeping Manager Job Description

---

## **Duties and Responsibilities:**

- Assign duties to members of staff
- Inspect the environment within the organization to ensure it meets the minimum best practice throughout the organization
- Develop minimum standards for prospective members of his department and minimum standards for rating the work
- Listen to customers' complaints and ensure that the complaints are addressed efficiently and effectively
- Stand-in for any member of staff that is unavailable to carry out their duties in order to prevent any unfilled gap
- Responsible for ensuring dirty laundries are timelessly and appropriately cleaned
- Order supplies for the housekeeping department
- Ensure efficient use of departmental resources
- Direct all housekeeping activities
- Maintain good relationship with customers and/or clients and suppliers of housekeeping items
- Maintain good relationship with managers of other units in the organization.

## **Housekeeping Manager Requirements – Skills, Knowledge, and Abilities**

- Passionate about a hygienic environment
- Mathematical skills needed in order to appropriately mix cleaning agents according to the prescription of the manufacturer
- The ability to take the initiative and lead others
- Knowledge of the process of sterilizing equipment
- Effective interpersonal skill

- Work experience as a housekeeping manager may be considered in lieu of appropriate certification
- The ability to communicate effectively both orally and in writing
- The ability to pay attention to details
- Good listening skill
- The ability to work as part of a team
- Good diplomatic skill
- Punctuality to serve as an example to employees
- Basic understanding of how to carry out plumbing and electrical repairs
- The ability to think critically over housekeeping issues and proffer cost-effective solutions
- Self-control is also a necessary characteristic of a prospective housekeeping manager to handle difficult people appropriately
- Proficiency in the use of information and communication technology tools is a plus for prospective housekeeping managers
- Pre-employment tests: Some employers may require that you pass certain [assessment tests](#) to prove your suitability for the job before granted an interview.