



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Housekeeping Manager
Department: Wanaaha Hotel - Housekeeping
Supervised by: Front Office Manager and General Manager
Pay Grade: E2 \$49,091 - \$63,819 DOQ
FLSA: Exempt, Salaried, Regular/Full Time

Position Summary: The Housekeeping Manager is responsible for leading the housekeeping department to maintain exceptional cleanliness, comfort, and presentation of all guest rooms and public spaces. This role involves managing housekeeping staff, conducting inspections, maintaining budgets, and ensuring high guest satisfaction through consistently high standards of housekeeping.

***Indian Preference:** The Bishop Paiute tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.*

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all inclusive.

Job Duties:

- Lead and manage the housekeeping team across all shifts.
 - Promotes exceptional guest service standards by all staff assigned to the Hotel Operations in accordance with the established standards.
 - Implement and monitor daily cleaning schedules for guest rooms and public areas.
 - Implement and monitor an external laundry control system.
 - Perform routine inspections in rooms and public areas to ensure cleanliness and compliance with quality standards.
 - Train staff on safety, sanitation, and customer service protocols.
 - Maintain inventory control and coordinate ordering of supplies.
 - Collaborate with maintenance for timely room repairs and equipment servicing.
 - Manage staffing, scheduling, and performance evaluations.
 - Ensure compliance with health, safety, and environmental policies.
 - Respond to guest feedback and resolve housekeeping-related issues promptly.
 - Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.
 - Schedule and allocate labor efficiently.
 - Implement quality control standards and deep cleaning cycles.
 - Implement quarterly mattress rotation programs.
 - Prepares VIP rooms for assignment and inspections.
 - Provides support to the Front Office Supervisor.
 - Investigates guest and associate complaints and takes corrective action.
- Train, and coach all housekeeping staff.

- Create weekly schedules and monitor staffing levels.
- Conduct daily briefings and ongoing training.
- Mentor supervisors and room attendants.
- Respond to guest service requests and address concerns.
- Collaborate with Front Office and Maintenance departments.
- Use guest feedback to improve service.
- Maintain records on inspections, programs, training, and expenditures.
- Ensure compliance with safety policies and OSHA standards.
- Participate in budget development and cost-control initiatives.
- Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

Education and Experience:

- High School Diploma or GED
- Three years of progressive housekeeping supervision experience in a hotel environment.

Other Requirements:

- Strong interpersonal and leadership skills with a hands-on, guest-first approach.
- Experience handling guest complaints, property emergencies, and team coaching.
- Must have and maintain a valid California Driver's License and be able to be insured by the Tribe's existing automobile insurance policy.
- Must have the ability to work with people from diverse cultures, ethnic, and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in the Paiute language, ceremonial and cultural event recognition, etc.
- Ability to work flexible schedules, including weekends and holidays.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make a responsible decision.
- Interpersonal Skills - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- Analytical Skills - Ability to analyze operational, statistical, and financial information and draw logical conclusions; compare and interpret facts and figures.
- Communication – Ability to communicate clearly both verbally and in writing; ability to write clear and concise reports, memoranda, directives, and letters.
- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management – the individual prioritizes and plans work activities, uses time efficiently, and develops realistic action plans.
- Detail Oriented – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays, or unexpected events.

- Reliability – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Organized – the individual keeps a clean and organized workspace and projects.
- Motivated – the individual inspires self and others to get the job done and follow through on tasks.
- Technology Skills – Operates various word-processing, spreadsheets, MIP, and database software programs in a Windows environment.
- Safety Oriented - aware of surroundings to maintain a safe work environment for community members and co-workers.

Physical Demands/Work Environment:

While performing the duties of this job, the employee regularly is required to stand, walk, and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear. The employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or carry up to 50 lbs. Work is generally performed in an office setting and occasionally in an outdoor environment. Evening and/or weekend work may be required. Tight time constraints and multiple demands are common.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____