



## Housekeeping Supervisor

**Position Title:** Housekeeping Supervisor  
**Department:** Housekeeping  
**Reports Directly To:** Housekeeping Manager  
**Reports Indirectly To:** n/a

**Directly Supervises:** Housekeeping Staff  
**Indirectly Supervises:** N/A

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### SUMMARY:

NorthBay Education is a non-profit organization providing large-scale, innovative, outdoor education programs to public school students from diverse backgrounds. Headquartered on the shores of the Chesapeake Bay in North East Maryland, NorthBay is the largest program of its kind, serving middle school students from Maryland and surrounding states. NorthBay's goal is to transform lives and inspire action by fundamentally changing the way students experience and engage in education. NorthBay programs provide experience-based education, emphasizing social emotional learning, leadership, math, science, language arts, and literacy, while simultaneously facilitating meaningful outdoor experiences and adventure. NorthBay delivers excellence in programming and service to set the national standard for experiential outdoor education. This is a residential program, with operations running 24 hours a day, 7 days a week.

NorthBay is seeking a Housekeeping Supervisor to provide managerial support to the housekeeping team in manager's absence, including final room/area inspections and completion of daily task sheets. Housekeeping is an integral part of the success of our programs; our Housekeeping Supervisor will be a positive role model for NorthBay and have the ability to be flexible with requests and changes to the housekeeping daily plan. He/she assists the manager with new housekeeper training. cleaning of all public areas, apartments, lobbies, cabins, bunk rooms, & Kestrel hotel rooms as well as doing laundry in between as needed.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

1. Lead and supervise housekeeping team tasks in manager's absence; attend weekly service planning meeting in manager's absence or per manager's request.
2. Assist housekeeping team members in performing turnovers in cabin clusters and conduct final cluster inspections.
3. Conduct follow-up inspections of all public areas and provide feedback about issues which need to be corrected.
4. Assist manager with new team member training.
5. Ensure daily task sheets are completed at the end of each workday; create a weekly walk-through list of additional cleaning tasks.
6. Clean all bathrooms including counters, mirrors, sinks, lavatories and fixtures in apartment and common areas.



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7. Vacuum carpeted areas and mop floors.
8. Spot clean walls and windows.
9. Dust furniture and empty trashcans.
10. Clean baseboards, pictures, lights, and HVAC vents.
11. Honor any additional housekeeping need/request made by guests during the allotted time.
12. Assist with picking up trash four (4) times a day.
13. Report any pertinent information to management directly related to the wellbeing of the guest.
14. Perform any additional housekeeping tasks as necessary.
15. Additionally, perform any duty requested by Management to ensure efficient and effective operation of the Community.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE:**

At least 1 year of housekeeping experience  
General knowledge of housekeeping.  
Ability to use all required equipment.  
Previous supervisor/management experience is preferred.

### **SUPERVISORY RESPONSIBILITIES:**

Daily team task review and feedback in the event of manager absence; new team member training.

### **LANGUAGE AND SUPERVISORY SKILLS:**

Must have excellent communication skills  
Ability to read, write and follow oral and written instructions.  
Problem solving skills  
Positive motivation of staff.

**LICENSES, CERTIFICATES, REGISTRATIONS: Must have a valid driver's license.**

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to grip, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.



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### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.