

## **Hospitality House of Tulsa**

**Title:** Weekend House Manager  
**Reports To:** President & CEO

### **Overview:**

The Weekend Facility Manager is primarily responsible for managing the weekend activities at The Hospitality House of Tulsa (HHT). The Weekend Facility Manager communicates and works with other members and volunteers of the Hospitality House team providing services to guests and oversight to volunteers.

### **Guest Relations:**

- Promote a homelike environment of support and understanding guests of HHT.
- Become familiar with all House rules, policies and services as they relate to the families residing at HHT.
- Act in proactive manner to identify special family situations and take appropriate actions to promote resolution of conflicts
- Admit and Check out families following procedures
- Explain and clarify policies and procedures to families
- Maintain flexibility and acknowledge stress of communal living
- Meet reasonable needs of HHT guests
- Respect confidentiality regarding guest/patient personal information.

### **Housekeeping**

- Weekend cleaning of house based on established routine schedule of areas.
- Cleaning/sanitizing of guest rooms after guest check out.
- Weekend laundry of house linens
- Maintain Cleaning Supply closets for guests and staff.
- Follow safe use of chemical and cleaning supplies.
- Assist in Welcome Center with guest needs and answering telephone.
- Uphold House rules and policies.
- Respect confidentiality regarding guest/patient personal information.
- Other duties as assigned by President.

### **Administration:**

- Answering telephones
- Work collaboratively with volunteers
- Data Entry/Reports
- Communicate with President and CEO regarding facility issues and repairs
- Complete special projects as assigned by the President and CEO
- Supervise weekend volunteer activities
- Attend staff trainings
- Ensure the upkeep and cleanliness of HHT while on duty
- Facilitate evacuation and emergency procedures

### **Qualifications:**

#### *Education:*

High school diploma required. Preference will be given to a candidate with a college degree or trade school certification.

#### *Skills/Traits:*

Must have strong communication skills including computer proficiency. Should be friendly and tactful. Must possess good customer service skills. Must be flexible and, when necessary, demonstrate good decision-making ability in order to protect the safety and security of HHT residents. Must be self-motivated with an excellent work ethic.

#### *Physical Requirements:*

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.

Must be able to regularly walk, bend, stoop, climb stairs, and lift up to 35 pounds.

Must be able to use both hands to grasp and carry tools, supplies, and packages.

*Hours and Rate:* This is an hourly position with no benefits. Hours of work are 8:00 a.m. – 5:00 p.m. on Saturday, and 12:00 p.m. – 5:00 p.m. on Sunday. Rate of Pay is \$10/hour.

# The Hospitality House of Tulsa, Inc.

## Job Description

**Division/Department:** Operations

**Location:** The Hospitality House of Tulsa, 1135 S. Victor Ave, Tulsa, OK 74104

**Job title:** Housekeeper

**Reports to:** President

**Level/Grade:** 1

**Type of position:**

- Full-time
- Part-time
- Hourly
- Contractor
- Intern

**Hours** 15 /week

- Exempt
- Nonexempt

### General Description:

The Housekeeper is responsible for the daily cleaning of all public areas, office areas, kitchen, dining room, public bathroom, Welcome Center, laundry room, outdoor porches, parking lot. The Housekeeper will also clean/sanitize guest rooms when guests check out. The Housekeeper is also responsible to do the laundry of sheets, towels, blankets, mattress pads, and other items after a guests check out.

### Responsibilities

- Daily cleaning of house based on established routine schedule of areas.
- Cleaning/sanitizing of guest rooms as needed.
- Maintain Cleaning Supply closets for guests and staff.
- Follow safe use of chemical and cleaning supplies.
- Maintain House Inventory System
- Assist in Welcome Center with guest needs and answering telephone.
- Uphold House rules and policies.
- Respect confidentiality regarding guest/patient personal information.
- Report cleaning supply needs to President.
- Report house repair needs to President.
- Other duties as assigned by President.

### Work experience requirements:

- Experience with cleaning in residential or commercial facilities.
- Experience with laundry in residential or commercial settings.
- Working with the general public and/or customer service.
- Must have good administrative and communication skills.
- Must be detail oriented and possess the ability to organize items.
- Should be friendly and tactful with a compassionate personality.
- Must be flexible and, when necessary, demonstrate good decision-making ability.
- Should have a positive attitude and work well in a team-oriented environment.

### Education Requirements

- High school diploma or GED

### Physical Requirements

- 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.
- Must have good hearing, speech, and vision.
- Must be able to regularly walk, bend, stoop, climb stairs, and lift up to 35 pounds.
- Must be able to use both hands to grasp and carry cleaning tools, supplies and packages.

**Hours and Rate**

This is an hourly position with no benefits. Schedule is 5 days a week, 12:00 pm – 3:00 pm Monday through Friday.

Rate of Pay: \$10.00 per hour. Paychecks issued based on timesheet record on the 5th and 20th of each month.

**Reviewed by:****Title:****Approved by:****Title:****Date posted:****Date hired:**