

## JOB DESCRIPTION

TITLE: Housekeeping Services Lead

REPORTING TO: Facilities and Planning Lead

POSITION: Full Time – Year Round

DATE: August 2024

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### THE OPPORTUNITY

This is a new role and will help build a new team! A unique opportunity to join the dynamic team at the Osler Bluff Ski Club – committed to enhancing our member and guest experience. This is a new hands-on role responsible for the overall day-to-day cleaning services of our three lodges, Summer Club, administration office, the Ski Haus and other Club facilities. This role will lead a seasonal team of cleaning staff during the ski season to ensure the buildings look great! During the 'green' season this role will work independently. The workload and schedule are based on Club operating and social calendars for each season.

Must be flexible with work hours to accommodate weekends, holidays, and overnight shifts (during the winter) to clean after special events. Hours of work will be different during the four seasons. This role involves a customer service focus and interactions with Club members, guests, and staff.

### DUTIES AND RESPONSIBILITIES:

- Build and maintain relationships with other Club staff.
- Hire, train and provide leadership to a seasonal team of cleaning staff to ensure a delivery of excellent service.
- Provides scheduling, direction and support to seasonal cleaning staff.
- Lead and implement cleaning standards and best practices in day-to-day cleaning.
- Make recommendations about improved service and business process opportunities that could impact the overall cleaning services.
- Work closely with the Facilities and Planning Lead in planning cleaning around set up and take down of events.
- Work closely with the Facilities and Planning Lead to maintain inventory levels of cleaning supplies, materials and equipment.
- Perform start of day snow removal and sanding to facilitate safe access around lodges.
- Support the budget preparation and monitoring for cleaning services.
- Manage the annual cleaning services operating budget.
- Support the Facilities team with minor repairs such as drywall, painting and other projects as required.
- Participate in the preparation of annual budgets for cleaning of buildings.
- Maintain a positive, co-operative and helpful attitude towards members, guests and other employees.
- Ensure safety and wellness procedures are followed including Workplace Hazardous Materials Information System (WHMIS) and Occupational Health and Safety Act (OHSA).

## **QUALIFICATIONS**

- Post-Secondary education in relevant disciplines would be an asset.
- Minimum three (3) years of commercial cleaning experience or relevant experience.
- Minimum of two (2) years of successfully leading a team.
- Must possess and be able to maintain a valid Province of Ontario, Class “G” Driver’s License.
- Strong knowledge of WHMIS.
- First aid certification would be an asset.
- Safety oriented to perform all tasks safely in accordance with the health and safety policies.
- Experience monitoring a budget would be an asset.
- Demonstrated exceptional customer service skills.
- Must be able to lift up to 50 lbs.
- Must be physically fit and able to perform physically demanding activities e.g., vacuuming, furniture moving, up and down stairs, snow shoveling, standing for long periods of time.
- Self-driven, proactive, flexible, adaptable, and able to execute a range of job duties and changing priorities.
- Possess excellent verbal and written communication skills.
- Demonstrated reliability and dependability.
- Possess professional maturity and impeccable integrity.
- You have a commitment to Osler Bluff Ski Club’s values and vision.

*Osler Bluff Ski Club values the unique skills and experiences each individual brings to the Club and we are committed to creating and maintaining an inclusive and accessible environment for everyone.*

*We welcome all resumes. If you require accommodations during the recruitment and selection process due to a disability, please contact the Human Resources Department at [kmurphy@oslerbluff.com](mailto:kmurphy@oslerbluff.com). We will work with you to provide a positive recruitment experience in a confidential manner.*