



# PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

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**OCTOBER 2017**

**POSITION: Housekeeping Coordinator**

**REPORTS TO: Director of Operations**

**GENERAL SUMMARY:** The Housekeeping Coordinator provides effective and hands-on management of housekeeping services and staff. The Housekeeping Coordinator ensures that Pendle Hill provides a welcoming, clean, and safe environment for all scholars, guests and staff at Pendle Hill. They do this in a manner in keeping with our mission, values and our commitment to “radical hospitality,” providing the highest possible level of guest satisfaction.

The person in this position works strategically with the events planning team to track and improve procedures for excellent housekeeping service in dining rooms, guest lodging and lounges, and meeting rooms. They will work closely with the Guest Service Manager (GSM) to set and achieve departmental goals and measure performance on an ongoing basis.

**WORKING ENVIRONMENT:** Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 24-acre campus. Pendle Hill is a fragrance-free, pet-free community.

**DUTIES AND RESPONSIBILITIES:**

1. Schedule, supervise and train housekeeping staff. Evaluate work performance of housekeeping staff.
2. Ensure that rooms are prepared and clean for guests and staff, including, but not limited to: bedrooms, bathrooms, lounges, offices, dining and meeting rooms.
3. Join the work crew in the cleaning/preparing by doing such tasks as: change/make beds, clean sinks, dust furniture, launder towels, bed linens, and curtains, vacuum, sweep and mop floors and rugs, and maintain hospitality amenities and furnishings of sleeping units, public spaces and offices.
4. Ensure rooms are ready before guests arrive.
5. Interact with all guests in a welcoming, warm, positive, hospitable way, providing for their requests in a timely and efficient manner.
6. Develop, monitor and provide a task assignment and room-ready checklist

- for responsible staff.
7. Collaborates with GSM to ensure that spaces are prepared for arrivals.
  8. Develop and maintain an inventory of all housekeeping supplies, including linens. Order, purchase and receive supplies.
  9. Monitors and stays within housekeeping expense allotment as determined by the Director of Operations.
  10. Schedule housekeeping staff hours with guidance from the Director of Operations.
  11. Attend all staff meetings. Communicate relevant information to housekeeping staff. Convene housekeeping staff meetings as necessary.
  12. Identify needed repairs and communicate in writing to the Managers of Building and Grounds.
  13. Bring lost items to colleagues in Registration with information about where they were found.
  14. Respond to urgent needs affecting housekeeping as they arise.
  15. Other duties may be assigned.

**REQUIRED QUALIFICATIONS:**

1. Demonstrated ability to effectively supervise a work crew and ensure professional demeanor.
2. Demonstrated ability to manage workplace expenses.
3. Ability to communicate effectively.
4. Ability to bend, stoop, stretch, twist, climb or balance when cleaning guest rooms, able to stand and walk for long periods of time.
5. Ability to occasionally lift, move and/or push objects up to 50 pounds, including furniture and carts.
6. Keen sensory perception to determine cleanliness of rooms and spaces.
7. Attention to detail.
8. Excellent time management and scheduling capabilities.
9. Warm and welcoming disposition.

**DESIRED QUALIFICATIONS:**

1. Must possess a valid PA driver's license.
2. Some supervisory experience in housekeeping services.
3. Some supervision experience with experience scheduling and training staff.
4. Knowledge of non-toxic and green cleaning supplies and equipment.
5. Loves making spaces clean.

**EXPETATIONS OF ALL PENDLE HILL EMPLOYEES:**

1. A highly welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences, cultural backgrounds and practices, and differences (of all kinds).
2. Familiarity with Quaker faith and practices, and a commitment to learning more and/or a willingness to gain, deepen, and nurture such knowledge.
3. Appreciation of the role of Quakerism in the mission of Pendle Hill.

**TIME EXPECTATIONS:** This is a full-time, exempt position. Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping or maintenance work.

**COMPENSATION AND BENEFITS:** Compensation includes cash salary and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free or at a significantly discounted rate. Compensation may also include on-campus residence and board (depending on the availability of housing, at Pendle Hill's discretion).

The opportunity to obtain a Swarthmore College ID card, which will enable you to access the Swarthmore library and recreational facilities.

**NONDISCRIMINATION POLICY:** Pendle Hill appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

**BACKGROUND CHECKS:**

Pendle Hill will conduct a background check for all candidates prior to hire.

**INTERESTED?** Please submit a current resume; contact information for three references, two of which are people who have supervised your work (we will not contact your references without checking with you first); and a cover letter describing your qualifications and how you heard about the position to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or [mmcbreen@pendlehill.org](mailto:mmcbreen@pendlehill.org). Resumes received without a cover letter will not be considered. Please put Housekeeping Coordinator and your last name in the email subject line. Review of applicants will begin on November 10, 2017 and continue until the position is filled, with an anticipated start date in December.