



Assistant Operations Manager Position Description

Position Title: Assistant Operations Manager

Reports to: Director of Front Office/Housekeeping

Position Purpose: Assists Director of Front Office and Housekeeping in all facets of cleanliness and service standards

Position Summary: Direct staffs, assists in implementing organizational and operational procedures, control expenses based on budgetary limitations, assists in inventory management, and follow proper OSHA standards.

Essential Functions:

- Assists in establishing, maintaining, and exceeding standards and procedures for work of Housekeeping, Laundry, Public Area, Front Desk and Club Service Staff.
- Operates all aspects of the PMS.
- Greet/Welcome all members and guest at the front desk and throughout the club.
- Assist front desk agents with check in and check outs.
- Confirms all SOPs are being followed properly.
- Assist and supervise the front desk agents in daily duties.
- Train new employees
- Oversee discrepancy reports
- Maintain lobby and front desk presence during peak times.
- Manage and organize large turn days
- Conduct daily line ups
- Maintain and monitor lost and found
- Inspects and evaluates physical conditions of the Club.
- Submits work orders for painting, repairs, furnishings, etc.
- Monthly inventories: supplies and equipment.
- Experiments with new cleaning instruments and supplies and methods.
- Manages subordinate supervisors who supervise other members of the Front Desk, Housekeeping and Laundry.
- Is responsible for the direction, coordination and evaluation of staff members including training, assigning, and directing work.
- Assists Director of Front Office and Housekeeping in periodic performance appraisals.
- Addresses complaints and assists the Director of Front Office and Housekeeping in addressing and resolving issues problems.
- Daily written inspection of Clubhouse, guestrooms, and laundry to ensure standards are being consistently being met

- Reports all staff and guest incidents/accidents by completing the proper forms and giving these to the proper member of management.
- Assists the Director of Front Office and Housekeeping in administering progressive disciplinary actions when needed.
- Monitors time and attendance of staff
- Carries out supervisory responsibilities in accordance with the organization's policies and procedures.
- Oversees the laundry operations including the presser and uniform room attendants.

Qualifications and Skills:

Education: Certificate from college or technical school and or any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities.

Experience: Minimum of three years managerial/supervisory experience in Housekeeping and/or Laundry setting.

Additional Skills: Ability to calculate figures and apply the principles of basic algebra. Familiarity with order processing systems, inventory software, spreadsheet software and payroll systems is a plus. The physical demands of this position require a large amount of walking, standing, lifting, bending, and reaching. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence, speak before associates in department meetings, members of the organization or before management team.

I have reviewed and understand the job description, Assistant Director of Housekeeping.

Name _____ Date _____
Signature

Name _____
Print Name