



**Job Title:** Housekeeping Manager  
**Department:** Operations  
**Reports To:** Senior Manager of Building Operations

### **Summary**

Manage Housekeeping Department by maintaining quality controls and implementing policies, procedures, and record keeping in all phases of housekeeping activities in accordance with PPG Paints Arena guidelines. The Manager will supervise and coordinate activities of workers engaged in the Housekeeping department, as well as supervise building operations and conversions, event staff, and building trades as needed. The Manager has responsibility for maximizing revenues and profits of the department through the efficient management of housekeeping operations. This is accomplished by performing the following duties:

### **Essential Duties and Responsibilities** include the following:

- Direct supervision and develop Housekeeping Department. Hires, assign work, monitor activities and performance tracking, conduct appropriate coaching, counseling and training, discipline and terminations. Ensures staff compliance with all applicable company policies and procedures.
- Establish and enforce high expectations for arena cleanliness and ensure all job assignments are completed, conforming to building standards.
- Develop and Maintain Standard Operating Procedures for cleaning of the building to maintain high expectations for facility cleanliness. Ensure that all safety policies and procedures are enforced in the department. Conduct inspections to ensure proper follow through by department staff.
- Train staff on safety, standard procedures, new technologies, and required chemicals in accordance with MSDS.
- Maintain relationships with vendors and suppliers
- Control inventory of all housekeeping items, equipment, spare parts. Plan and schedule manpower, equipment, and supply requirements for the department and maintain accountability for the cost, quality, utilization, and performance of employees and equipment.
- Ensure Computerized Maintenance Management System is up to date and maintain records of jobs completed on daily basis
- Manage majority of overnight cleaning shifts (12a – 8a)
- Has knowledge of and enforces safety regulations.

### **Supervisory Responsibilities**

Manages all employees in the Housekeeping Department. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with AEG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

### **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**

Bachelor's Degree required or equivalent combination of education and experience.

Minimum of 5 years' experience in facility management or related field preferred

Supervisory experience required

Experience working with a Union environment

Experience working with cleaning equipment and chemicals in accordance with OSHA standards

**Skills and Abilities**

Good organization skills

Good oral, written, and interpersonal skills

Proven ability to write procedural manual

Ability to work with little supervision

Ability to work irregular hours, shifts that include nights, graveyard shift, weekends, and holidays, in addition to

Normal business hours.

**Computer Skills**

Experience with MS Office, including Word, Excel, Power Point, and Outlook.

Experience with computer based payroll system.

Experience with Computer Maintenance Management System

**Certificates, Licenses, Registrations**

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 stand; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl. The employee may be required to lift and/or move up to 100 pounds. This position requires work in both indoor and outdoor settings and may be subjected to adverse conditions. Ability to use two-way radio communication device.

Interested candidates should submit resume and salary requirements to:

Human Resources Manager – AEG

PPG Paints Arena

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Pittsburgh, PA 15219

412-804-7891 – Fax

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