

The logo for PPG Paints Arena features the letters 'PPG' in white inside a blue rounded square, followed by the words 'PAINTS ARENA' in a bold, blue, sans-serif font.

Job Title: Housekeeping Manager
Reports To: Operations Department Manager

Department: Operations
FLSA: Exempt

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
- Monitor department budget and provide budgetary information to senior management by evaluating event and production schedules and estimate work hour requirements for completion of job assignments
- 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
- Establish inventory controls for all housekeeping items, equipment and spare parts. Plan and schedule labor force, equipment and supply requirements for the department, and maintain accountability for the cost, quality, utilization, and performance of employees and equipment
- Ensure computerized maintenance system is up-to-date and maintain records of jobs completed on a 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
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