

OPERATIONS HOUSEKEEPING SUPERVISOR



Direct Supervisor:	Operations Manager		
Department:	Guest Services / Operations	Job Category:	Category 1
Location:	Richmond, VA	Travel Required:	No
Level/Salary Range:	L8	Exempt/Non-exempt:	Non-exempt
Contact:	Justin Brown JustinB@lewisginter.org	Position Type:	Full Time; 37.5 hours per week
Date Posted:	September 14, 2018	Posting Expires:	Until Filled

Garden Overview

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, non-profit garden. After 33 years, the Garden now encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. In 2017 we welcomed, taught, energized, and engaged over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 800 formal and informal education offerings. We embarked on new and promising community engagement initiatives through the Beautiful RVA movement. We updated the strategic plan and continued priority project planning within the scope of the 2016 master site plan. Our 100 full- and part-time staff joined with 650 volunteers and 13,000 member households to live into the Garden's mission to connect people through plants to improve communities.

We do this through a broad variety of mission related activities and enterprise business services. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. We aspire to be a Garden that is representative in every way of the diverse community we serve.

Job Description

The Housekeeping Supervisor is a working supervisory position overseeing the Operations Housekeeping team and performing daily operations tasks. The successful candidate must be able to work alongside those he/she manages, appropriately delegate tasks, and provide guidance and training as needed. He/she will be able to coordinate all activities with affected staff within the Operations Department. The Operations Department is responsible for all custodial and housekeeping services, assisting in day-to-day functions of the Garden, and preparation and coordination for private and public events, including the annual event Dominion GardenFest of Lights.

Responsibilities

- Sets and maintains high standards for the appearance of the interior and exterior of all buildings and public areas on a daily basis
 - Work to include, but is not limited to, vacuuming, dusting, cleaning windows, deep cleaning, floor maintenance, sanitation of public areas, etc.
 - Clean and maintain all facilities and necessary equipment
 - Monitor Housekeeping staff performance and update their tasking lists as needed
 - Order and inventory all supplies needed to maintain facilities
 - Collect and remove all trash and litter from the buildings and grounds on a daily basis
- Works directly with the Housekeeping team in scheduling, performing, tracking, and completing operational tasks
- Exemplifies leadership qualities, assists in employee training and development, and promotes a team-oriented work environment including maintaining good morale of paid and unpaid staff
- Assists in monitoring staff performance and notifies Operations Manager of any concerns and makes recommendations for increased efficiency
- Assists and trains staff in using equipment and following procedures that ensure safety and increases efficiency
- Proactively finds/anticipates operational support needs and prioritizes issues as they arise
- Works with Operations Manager and Maintenance Coordinator to ensure adequate coverage of the Garden during open hours, which includes week nights and weekends
- Monitors upcoming event sites to evaluate needed additional operational and housekeeping attention
- Apprises supervisor of maintenance issues, repairs, and supplies needed in a prompt manner
- Ensures proper inventory control measures are in place and used
- Responds to requests of all departments/staff members for Operations assistance as directed by supervisor

Required

- Experience and knowledge of commercial housekeeping
- Excellent time management skills and ability to prioritize ongoing lists of tasks that change day to day
- Excellent record keeping skills
- Basic experience with Microsoft Office products, specifically Word, Outlook, and Excel
- Ability to use departmental communication tools effectively and correctly including radios, clock in computers, and task list schedules
- Ability to use heavy cleaning equipment
- Proven ability to build and maintain a well working team
- Able to work independently and with others; self-motivated, detail-oriented, able to set priorities, meet deadlines, and hold team members accountable
- Can coordinate harmoniously and professionally with all departments
- Working knowledge of workplace safety and equipment
- Ability to work nights and weekends
- Reliable mode of transportation
- Abide by the Garden's dress code

Desirable

- Experience using work order request system for reporting and accomplishing tasks

Each employee of Lewis Ginter Botanical Garden

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals and families, and in accordance with directed practices and procedures
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that all concerns are reported promptly
- Must report all mishaps, injuries, and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

Physical Demands / Working Conditions

- Must be able to walk the Garden's campus in most weather conditions
- Must be able to lift objects up to 50 lbs. repeatedly
- Must be able to climb stairs and stand for continuous periods of time with or without reasonable accommodation

Note: Duties described above, other duties and physical demands have been identified as essential.

Education and Experience

- High School diploma or equivalent
- Minimum 5 years of related work experience
- Previous supervisory experience
- Other combinations of education and experience appropriate to the job will be considered

Please submit cover letter, resume, and Lewis Ginter Botanical Garden Job Application to Justin Brown, Operations Manager JustinB@lewisginter.org