Compass Affordable Housing

Position Title: Housekeeping Coordinator (HAP)
Department: Social Enterprise
Reports to: Director of Social Enterprise
Status: Full-Time, Non-Exempt

Summary:

The Housekeeping Coordinator oversees overall operations of the Housekeeping Assistance Program at Tucson House. The Housekeeping Coordinator reports to the Director of Social Enterprise. This position ensures compliance with CAH directives, applicable grantor/funder program requirements, and contract deliverables.

The ideal Housekeeping Coordinator will have excellent communication skills and the ability to collaborate with teams across multiple departments within Compass Affordable Housing, keeping projects and tasks on schedule and within the project scope in support of the Director of Social Enterprise.

As the Housekeeping Coordinator, your job duties are to implement housekeeping services with residents at the City of Tucson-Tucson House, working in residential environments that may contain adverse health aspects, prepare service schedules, assign duties to staff, maintain the inventory of cleaning supplies, inspect rooms to make sure they are clean and meet program standards, train and supervise the Housekeeping Intern Specialists, and report to the Director of Social Enterprise about your team's work. The Housekeeping Coordinator oversees and coordinates the activities of the Housekeeping Intern Specialists, ensuring high standards of cleanliness and customer satisfaction.

This position actively supports CAH in “Creating Safe Places for Human Development" by delivering quality services and providing participants with paid, supervised, hands-on job training that builds industry knowledge, customer service, communication, reliability, and workplace skills.

QUALIFICATIONS

1. High School education or GED equivalency
2. Two to three years of relevant commercial or institutional custodial experience, including relevant training/experience in the use of commercial cleaning chemicals and equipment.
3. Strong written and verbal communication skills—bilingual preferred.
4. Ability to comprehend and learn about CAH and its activities.
5. Ability to read and understand written instructions, chemical labels, and warnings.
6. Physical ability to do heavy custodial work and operate cleaning equipment.
7. Experience supervising others, including teammates, volunteers, employees, etc.
8. Ability to work cooperatively with other department employees, contractors, and visitors.
9. Must work with integrity and uphold the CAH work ethic.
10. One year of experience in a non-profit setting.
11. Must have experience working with homeless or low-income individuals, or lived experience.
12. Have a valid driver's license, reliable transportation, and insurance.
13. Subject to satisfactory background and credit checks, as well as professional reference checks.
14. Must be able to obtain and maintain a fingerprint clearance card without restrictions
15. Computer literate; Microsoft Office Word, Excel, Google Documents, Google Drive, Google Mail, as well as using the internet, online research, email, and electronic documentation.
16. Ability to lift and carry 50 pounds.

Skills and Experience:

1. Knowledge of modern methods, materials, and equipment used in housekeeping work.
2. Skills to clean and care for facilities and equipment.
3. Ability to set work priorities and work independently in the absence of a manager.
4. Detail-oriented individual with excellent organizational skills.
5. Ability to take the initiative and manage time to get work done accurately and in a timely manner.
6. Ability to communicate effectively with and support existing and potential program participants.
7. Exhibit professional communication skills and the ability to build and maintain collaborative relationships with a diverse set of agencies and organizations.
8. Be a team player who is flexible, open-minded, enthusiastic, and accepting of diversity.
9. Be committed to team building, learning best practices, and participating in CAH-led education.
10. Current experience in data and reporting.

Essential Duties and Responsibilities:

1. **Contract Requirements:**
    a. Ensure all contract and program goals are met, including customer satisfaction, safety, effectiveness, and quality program staff performance.
    b. Monitor and ensure compliance with contract performance standards, including household numbers, percentage goals, participant numbers, etc.
    c. Work with the Director of Social Enterprise to coordinate all contract and funding compliance.
2. **Staff Management:**
    a. Train, educate, and monitor Housekeeping Intern Specialists in cleanliness, tidiness, and hygiene standards.
    b. Assign daily housekeeping and education tasks, scheduling, training, and evaluate performance of Housekeeping Intern Specialists.
    c. Determine that established standards of quality and quantity are met.
    d. Review and approve House Cleaning Specialists' timesheets for timely submittal to the Director of Social Enterprise.
    e. Ensure the prompt submission of vacation and sick time paperwork and performance reviews to the Director of Social Enterprise.
    f. Provide Housekeeping Specialists with coaching conversations.
    g. Conduct reviews of Housekeeping Specialists with the Director of Social Enterprise.
    h. Manage minor disciplinary actions.
    i. Report significant personnel problems to the Director of Social Enterprise.
3. **Ensure Housekeeping and Education include:**
    a. Clean floors: vacuum, sweep, dust mop, and water mop
    b. Wash walls and trash cans.
    c. Dust furniture, fixtures, and woodwork.
    d. Collect and empty trash receptacles and pick up litter in the house.
    e. Clean, sanitize, and stock bathrooms; change and clean shower curtains.
    f. Replace light bulbs.
    g. Adjust furniture in the course of cleaning.
    h. Perform routine cleaning of electrical, heating, vents, and fixtures.

4. **Budgets and Quality Control:**
    a. Work with the Director of Social Enterprise to manage budgets, review program goals, objectives, outputs, and outcomes, and implement changes as needed.
    b. Ensure that budget and contract requirements meet monthly and annual projections.
    c. Manage data, reporting, and other activities in a timely and accurate manner.
    d. Capture and input data and work to analyze and prepare reports.
    e. Prepare periodic reports on department activities.
    f. Analyze and interpret data regarding personnel actions and work assignments.
5. **Program Coordination, Cleanliness, and Maintenance:**
    a. Inspect rooms and back-of-house areas to ensure cleanliness and correct any issues.
    b. Ensure all areas are clean, well-maintained, and meet established standards.
    c. Assess program status and be able to recommend, implement, and manage changes and interventions when needed to ensure program goals are achieved.
    d. Report weekly to the Social Enterprise Manager on work completed and timelines.
6. **Guest Relations, Safety and Hygiene:**
    a. Respond to guest requests and complaints in a timely and professional manner, addressing damage reports and preparing relevant records.
    b. Ensure compliance with safety and hygiene regulations, including proper handling of hazardous materials and infection control procedures.

Additional Responsibilities:

1. Follow personnel, financial, and confidentiality policies.
2. Provide cleaning procedures, safety protocols, and company standards.
3. Monitor and improve service quality.
4. Maintain inventory of cleaning supplies and room essentials, and order supplies as needed.
5. Issue supplies and equipment to employees.

To apply for this position, please send a current resume and cover letter expressing your interest in this position to:
HR@compassaffordablehousing.org

Non-Discrimination Policy: It is the policy of Compass Affordable Housing Inc. to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion (creed), gender, gender expression, pregnancy, age (40 or older), national origin (ancestry), disability, marital status, genetic information, or military service in any of its activities or operations.

We Do Business in Accordance with the Federal Fair Housing Law
(The Fair Housing Amendments Act of 1988)