



Housekeeping Manager

Job Title: Housekeeping Manager

Ministerial Designation: Minister of Religion, Exempt

Status: Regular Full-Time

Department: Housekeeping

Reports To: Director of Facilities

Work Location: Onsite

Typical Schedule: Monday – Friday, 7:30am to 4:00pm

Prepared Date: 03/11/25

Summary: Participates in the Mission and Ministry of Tenacre by managing the Housekeeping department. Maintains a clean, orderly, safe, and attractive building environment throughout the campus. Ensures the goals and objectives of the Housekeeping department are met daily. Manages a combination of Housekeeping staff, contractors, vendors and temporary or seasonal workers.

Competencies

To perform the job successfully, an individual should be progressively demonstrating his or her knowledge of the practice of Christian Science as outlined in the *Church Manual of the First Church of Christ, Scientist, in Boston Massachusetts*, by Mary Baker Eddy. Additional competencies include:

Adaptability: Manages competing demands; able to deal with frequent changes, delays, or unexpected events.

Planning / Organizing / Delegation: Prioritizes, plans, schedules, and delegates work activities and skillfully matches the responsibility to the person; uses time efficiently; develops realistic action plans. Gives authority to work independently; sets expectations and monitors delegated activities.

Problem Solving / Judgment: Identifies problems, displays willingness to make timely and sound decisions; gathers input from decision-makers; analyzes information and develops solutions.

Managing People / Communication / Teamwork: Develops staff members' skills and encourages growth; fosters a high sense of quality workmanship in others; communicates effectively with Housekeeping staff and with other departments; gives and welcomes feedback; exhibits objectivity and openness to others' views.

Integrity and Ethics: Makes decisions and acts with Tenacre's long term interests in mind; is a good listener and approaches work from a basis that is thoughtful and caring; maintains the highest ethical standards; handles confidential information responsibly; is well versed in safety programs, procedures, policies and consistently follows them; makes decisions to ensure that safety remains front and center.

Attention to Detail: Is thorough in accomplishing tasks no matter how small; monitors and checks work; plans and organizes time and resources efficiently even under the pressure of multiple demands.

Team Player: Works cooperatively with others toward accomplishing shared goals; leverages own strengths and demonstrates an understanding of weaknesses to most effectively contribute to a project; knows when to lead and when to follow; reinforces the team concept through all actions.

Demonstrates a Sense of Immediacy and Flexibility: Sets high expectations and works diligently to achieve them; shows a passion for one's work; enjoys working hard and is full of energy; adapts quickly, based on Tenacre's changing needs.

Judgment: Gets questions answered from appropriate sources; is flexible and adaptable to new priorities and ideas; uses initiative appropriately.

Applies Functional Knowledge: Obtains an appropriate level of professional skill and knowledge to keep up with current compliance standards in relevant areas.

Essential Duties and Responsibilities. Other duties may be assigned.

- Prays through every aspect of the Housekeeping Manager position from team management and inter-departmental relationships to interior and exterior housekeeping needs. Exhibits a demonstrable knowledge of Christian Science practice to support the department and the Mission and Ministry of Tenacre as a whole
- Reports to the Director of Facilities and follows through on all delegated tasks and projects. Meets regularly with the Director of Facilities to coordinate and prioritize planning
- Works with the Director of Facilities to establish and maintain housekeeping service agreements with Tenacre's ministries and programs including Christian Scientists In Residence, Progressive Living, Tenacre Visitor Accommodations, Christian Science nursing, Barmore House, and Event services
- Consistently implements Housekeeping's established policies, procedures, standards, guidelines, and program agreements. All requests for changes, exceptions, or accommodations to these standards are referred to the Director of Facilities for approval
- Manages a housekeeping department of 10-15 general staff, 3 coordinators and a supervisor. Oversees interviewing, hiring, orienting, training, appraising performance, planning, assigning, and directing work
- Understands and upholds Tenacre's policies and management responsibilities as outlined in the *Tenacre Staff Handbook*. Ensures that Housekeeping staff are aware of Tenacre's employment guidelines and policies
- Practices and exemplifies stewardship when submitting purchasing requests within established departmental account codes and spending limits
- Utilizes communication tools such as telephone, voicemail, email, etc. to share pertinent information with the Tenacre community, as appropriate
- Utilizes office technology skillfully such as phones, paging systems, computers, copiers, and software applications
- Keeps abreast of Housekeeping regulations and standards—as well as “industry” changes relative to Housekeeping; researches and capably reads, digests, utilizes industry professional publications to improve Housekeeping practices and processes

- Regularly inspects, evaluates, and audits the housekeeping condition of Tenacre buildings by walking or riding around the 98-acre Tenacre campus in various weather conditions. Uses proper training and personal protective equipment (PPE) to handle moving mechanical parts, chemicals, electricity, and fumes or airborne particles
- Ability to lift 35 lbs. by oneself and more with assistance

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Member of The First Church of Christ, Scientist in Boston, Massachusetts
- Primary Christian Science Class Instruction by a *Journal*-listed teacher
- High familiarity with the Bible and the Christian Science textbook

Education and/or Experience

- Five years' supervisory experience, preferably in direct supervision of housekeeping or service industry staff
- Five years' experience planning, scheduling, and prioritizing daily assignments for teams of 10 or more members
- Demonstrated ability to read aloud, write and speak English – all of which are understandable by staff, vendors, and contractors
- Christian Science nursing experience, preferred
- Associate or bachelor's degree in hospitality management or a related field, preferred

Certificates, Licenses, Registrations

- A State issued driver's license, required
- OSHA 30-hour training for general industry, required within the first year
- OSHA *Understanding Chemical Hazards* certificate course, required within the first year