

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Purpose**

The Housekeeping Office Manager will be responsible for the analysis and oversight of the Housekeeping budget, including but not limited to staffing, procurement, inventory and standardized housekeeping procedures. In conjunction to the operational managers, they will be an integral part of maintaining an efficient Housekeeping operation.

**Duties & Responsibilities**

PAYROLL

* Responsible for scheduling of Housekeeping department (Room Attendants, Turndown Attendants, Housemen, Public Area Attendants) and Laundry.
* Oversees all vacation and leave requests/bids to ensure that staffing requirements are covered.
* Evaluates shift assignments and prioritizes workload in accordance with occupancy.
* Manages housekeeper’s boards and assignments ensuring compliance with the Local 25 CBA and daily business demand.
* In collaboration with the Housekeeping Manager, opens the guest room distribution including managing variances between Room Attendants scheduled versus needed daily.
* In compliance with the CBA, calls in employees if needed to minimize Overtime and Double Time.
* Perform Daily staffing review and makes adjustments as necessary.
* Prepares weekly payroll for the Housekeeping department to present to accounting in a timely manner.

EXPENSES / COST MANAGEMENT

* Manages inventory of equipment and supplies in the assigned sections of the hotel.
* Is responsible for following departmental expenses in collaboration with the Housekeeping Director & Housekeeping to ensure that they are within the budget.
* Responsible for contractor/vendor relationships and negotiations in collaboration with Finance/Purchasing.
* Makes recommendations and implements procedural changes and or controls to optimize operational expenses.
* In charge of monthly reporting such as consumption and productivity as well as P&L comments in collaboration with Director of Housekeeping.

OTHER (Miscellaneous)

* Record all late/absent employees and ensure proper actions are taken and followed up with Human Resources.
* Coordinate all Human Resources related activities, including training and keep/submit records.
* In charge of all FLHSS&E activities and ensure department is in compliance for all audits.
* Revisal and creation of Standard Operating Procedures for the Housekeeping department.
* Ability to handle/acknowledge or record colleague concerns or complaints.
* Other duties as assigned by the Director or Housekeeping.

**Requirements**

* 2+ years experience in a hotel environment required.
* Must have a strong command of the English language.
* Strong analytical skills and an aptitude towards mathematics.
* Extremely knowledgeable at Microsoft Excel and creating or adjusting formulas within Excel. Should also be knowledgeable of Microsoft Word, Power Point and Outlook.
* Strong attention to detail.
* Ability to work independently and have initiative to complete tasks without being prompted in a timely and accurate manner.
* Experience performing administrative tasks including answering the telephone, dispatching calls, running reports, sending emails and other tasks as assigned.
* Must be able to stand/walk for several hours a day if necessary and perform minor lifting/pulling/pushing of items.
* Must be able to work with others of differing backgrounds and with different levels of the organization in a kind and professional manner.

**Preferable**

* Operational hotel experience in a unionized environment preferred.
* Experience in a luxury hotel environment preferred.
* Knowledge or background in operational accounting or finance preferred.
* Multi-lingual preferred.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.