

International Cruise Services, Inc. Seven Seas Services Limited

P O S I T I O N D E S C R I P T I O N

Position **Assistant Chief Housekeeper**
Title:
Department: **Hotel** Sub-Department
Reports To: **Chief Housekeeper**
Direct Reports: **Steward/ess (including Officers and Night), Asst. Steward/ess, Sr. Housekeeping Utility (RSSC only), Utility Hotel, Jr. Utility Hotel, Butler (RSSC only), Linen keeper, Asst. Linen keeper, Night Supervisor, Administrative Assistant (OCI only), Jr. Assistant Stewardess (OCI only), Tailor**

Position summary

- The major goal of this position is to assist the Chief Housekeeper in the efficient running of the Housekeeping Department in line with the Company's Standards, Rules and Regulations.

Essential duties and responsibilities

Operational

- The Assistant Chief Housekeeper main objective is the achievement of Company's Standards in all assigned Housekeeping areas.
- Ability to take over from the Chief Housekeeper if necessary.
- Responsible to supervise the day today cleaning and maintenance of all area assigned the housekeeping.
- Thoroughly inspects all designated areas, ensuring Standards and Guest's Satisfaction.
- Must ensure that his/her subordinates follow their schedules and produce the required tasks as per job descriptions and Management instructions.
- Ensures that the Housekeeping crewmembers are well groomed and in proper uniform when reporting for duty.
- Meets the new employees and explains the Ship's Rules and Regulations, and onboard routines, introducing them to their duties and job descriptions. Must notify the Chief Housekeeper of any cases of indiscipline or poor performance.
- Gives scheduled training to assigned crew with emphasis to their job specifications and techniques, including the United States Public Health standards and onboard Garbage separation as

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per the Waste Management Program.

- Coaches and evaluates his subordinates.
- Responsible for the requisition of the materials needed for the operation of his/her assigned area of the operation.
- Must inventory and control all housekeeping consumables in his/her assigned area.
- Must be known to operate and maintain all equipments use in the housekeeping department.
- Must be knowledgeable of the ship's events and schedules in order to accurately answer to possible Guest's questions.
- Handles Guest's special requests and complaints and reports them to the Chief Housekeeper.
- Must have the ability to conduct training related to all areas of the housekeeping ensuring employees product knowledge and techniques to perform in his/her position as required.
- Must have the ability to plan and arrange special events.

Training & Development

- To participate in all mandatory trainings without excuse.
- Training HK personnel in regards to Public Health programs.
- Training HK personnel in regards to product knowledge, machinery handling and maintenance.
- Training HK personnel in regards to their day to day duties/ tasks.
- Assisting to Safety Officer, providing Safety "On the job trainings", upon provided topics.

Financial

- Responsible to maintain given par levels, being at the same time aware of given budgets.
- Responsible to discuss any budget issues, suggestions with Chief Housekeeper.
- Ensuring that Housekeeping Staff is aware of breakage prevention procedures in regards to linen, uniforms and equipment.

Safety Responsibilities

- Participates in safety drills, according to instructions.
- Complies with vessel's safety and pollution prevention regulations and operating procedures.
- Must be in possession of valid STCW certificates.

Resources

- Shipboard management.
- Shore side management.
- Manuals (SMS, VOM, USPH, HKOM).

Other Duties and Responsibilities (Other duties may be assigned).

- None

Qualifications

- High School education or higher.

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- A minimum of three years related experience in the hospitality trade as an Assistant Housekeeper in a first class hotel/ vessel.

Knowledge, experience, skill, and/or ability

Required

- Must be able to communicate effectively in written and verbal English.
- Other languages are considered a plus.
- Ability to write reports and business correspondence in order to establish a good rapport with the ship's Management and the Main Office.
- Must be able to effectively communicate with the Ship's Command and Hotel Management.

Preferred

- Shipboard experience.
- Leadership skills.
- Great attitude at all times.
- Flexible.
- Team worker.
- Well groomed and neat appearance.
- Ability to perform under pressure.
- Ability to work with an international team.
- Open minded.
- Ability to inspire and motivate employees and coworkers.

Required computer skills

- Windows Word and Excel, Outlook.
- Micros, Fidelio.

Education/experience/certifications

- USPH certification considered as a plus.
- CCM certification considered as a plus.

Other Skills

Knowledge of general office practices, procedures and equipment; ability to prioritize tasks and work independently; strong organizational, interpersonal and communication skills; ability to interact with senior-level management and owner representatives.

Math Ability

Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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Work Environment & Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for 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; talk or hear and smell. The employee must be able to lift or move up to 55 pounds (20 kilograms) without assistance.

The vision requirements include

Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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