

- Possess ability to plan and arrange special events.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.
- Participate in all mandatory trainings without excuse.
- Train and coach HK personnel regarding:
 - Public Health programs.
 - Product knowledge.
 - Guest Satisfaction
 - Handling and maintenance of machinery.
 - Safe and efficient use of Chemicals
 - Breakage prevention procedures
 - Different cleaning techniques
 - Day-to-day duties; until they gain comprehensive knowledge in accordance with HKOM and Training Manual
- Assist the Safety Officer by providing on-the-job- safety training.

Financial

- Maintain par levels.
- Work within given budgets.
- Discuss any budget issues or suggestions with Chief Housekeeper.
- Ensure Housekeeping Staff awareness of breakage prevention procedures.
- Possess knowledge of the revenue aspects of the operation.
- Ensure cost-effective operation of department.
- Minimize operating expenses without affecting product standards delivered to the guests.
- Conduct inventory checks when required.

Safety Responsibilities

- Possess familiarity with the vessel layout in terms of safety and security.
- Participate in all required safety drills/training.
- Be in possession of valid STCW certificates.
- Ensure that all safety procedures are followed.
- Cooperate with the Staff Captain in adhering to the Ship’s Safety Program.
- Follow the Ship Rules & Regulations.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.

Resources

- Possess knowledge of operational manuals including SMS, VOM, USPH, HKOM and TRAINING MANUAL.
- Maintain a high level of crew morale within the administration dept. ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

Issued on: 04/15 /18	Page 2 of 4	Prepared by: COHK
Last reviewed on: 07/29/21	COHK	Approved by: DoS

Other Duties and Responsibilities

- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory trainings without excuse.
- Perform all other duties as requested by shipboard management or shore side.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Ability to write reports and business correspondence.
- Strong leadership and organization skills.
- Team player.
- Outgoing personality
- Open minded and flexible.
- Well-groomed and neat in appearance.
- Ability to work with international crew and guests.
- Ability to inspire and motivate employees and coworkers.
- Fluent in written and spoken English.
- Communicate effectively with the senior management.
- Possess ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)
- Cruise Ship Experience.

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Possess sufficient computer knowledge to use the company software; including but not limited to ICS, Apollo Solution, MXP, ISSUE TRAX, etc.
-

Education/experience/certifications

- High School education or international equivalent.
- Minimum of five years related experience as an Executive Housekeeper in a first class hotel.

Issued on: 04/15 /18	Page 3 of 4	Prepared by: COHK
Last reviewed on: 07/29/21	COHK	Approved by: DoS

- USPH certification.
- CCM certification.
- Equivalent combination of education and experience.

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.

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 (25 kilograms) without assistance.

Vision Requirements:

- 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.

Issued on: 04/15 /18	Page 4 of 4	Prepared by: COHK
Last reviewed on: 07/29/21	COHK	Approved by: DoS