

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

**Position Title:** Assistant Housekeeper  
**Department:** **Sub-Department:**  
**Reports To:** Chief Housekeeper  
**Direct Reports:** Housekeeping Staff

### Position Summary

The Assistant Housekeeper is to assist the Chief Housekeeper in the efficient running of the Housekeeping Department, according to company rules and regulations.

### Essential Duties and Responsibilities

#### Operational

- Maintain company standards in assigned housekeeping area.
- Fill in for the Chief Housekeeper if necessary.
- Supervise the day-to-day cleaning and maintenance of assigned area.
- Inspects all designated areas, ensuring guest satisfaction.
- Ensure that his/her subordinates follow their schedules and produce the required tasks as per job descriptions and management instructions.
- Ensure that assigned crew are well groomed and in proper uniform when reporting for duty.
- Meet new employees and explains the ship rules and regulations and onboard routines .
- Explain duties and job descriptions to new department members .
- Notify the Chief Housekeeper of any cases of disciplinary problems or poor performance.
- Conduct scheduled training to assigned crew with emphasis to their job specifications and techniques .
- Maintain and ensure Shipsan, the European sanitation program, and the United States Public Health rules and regulations are followed within the Housekeeping department.
- Coach and evaluate subordinates.
- Requisition materials needed for the operation of assigned area of the operation.
- Maintain an inventory, and control all housekeeping consumables in assigned area.
- Possess knowledge of ship events and schedules in order to accurately respond to guest questions.
- Handle guest special requests and complaints and advises to the Chief Housekeeper.
- Schedule and update in port manning, duty schedules, Integrated Pest Management, inventories and sanitation logs.
- Oversee the loading and unloading luggage operation.
- Manage the 'escorting' team for embarking guests.
- Coordinates with Chief Housekeeper for the pre-orders and delivery of all Special Packages/Orders.
- Possess a thorough understanding of how Time and Attendance operates and is familiar with the contracts, work schedule hours/week and supporting documentation.

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### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

### **Financial**

- N/A

### **Safety Responsibilities**

- 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.
- Know and comply with Shisansan, the European sanitation program, and United States Public Health rules and regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruise Safety and Pollution Prevention Program
- Comply with Marella Cruise Operating Procedures Resources.

### **Other Duties and Responsibilities**

- As assigned

## **Qualifications**

### **Knowledge, experience, skill, and/or ability**

#### Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must 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)

### **Required computer skills**

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point

### **Education/experience/certifications**

- High School education or better.
- Minimum of three years related experience and/or training in the hospitality/room division field.
- Equivalent combination of education and experience.

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**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.

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