

Title of Position

- Lead, Housekeeping

Hawai'i Convention Center

Located within walking distance of Waikiki, the Hawaii Convention Center is like no other in the world. Open to the outdoors - with terraces, lanais, courtyards, waterfalls, and fishponds - this remarkable facility combines the latest in cutting edge technology with authentic Hawaiian ambience. Our cultural diversity and legendary spirit of aloha encourage attendees to see the world in a new light, so it's no surprise that people accomplish more when they meet here. Best of all, the warmth of Hawaii and its people continue to inspire, long after meetings have ended.

Summary of Position

- Oversee all aspects of the Housekeeping Department operations under direction of Housekeeping Manager.

Essential Duties/Responsibilities

- Daily scheduling of work assignments for staff, ensuring compliance with set guidelines. Provide hands on training and re-training where necessary to ensure all employees understand and can adequately perform their job duties.
- Monitor in-house projects and outside contractor projects. Responsible for assigned project completed to standards.
- Maintain open communication at all times with Housekeeping Staff and Housekeeping Manager ensuring awareness of all current activity or issues which may require immediate action or intervention.
- Ensure cleaning responsibilities are met to include all areas from ceiling to floor. Slate care to include scrubbing; carpet care to include vacuuming, stain removal, carpet extraction and scotch guarding; tile care to include sweeping, mopping, scrubbing, waxing and buffing, window washing, stainless cleaning, dusting and scrubbing of floors as needed and other special cleaning responsibilities.
- Jointly responsible with the Housekeeping Manager for refuse and recycling operation. Assures receptacles are inventoried and properly placed. Oversees trash and recycle handling for events with show decorators. Arranges for delivery and hauling of trash and recycling dumpsters.
- Ensure all janitorial supplies storage and organization; upkeep accurate inventory of supplies; advise manager of supplies needed to be ordered; maintain all cleaning equipment used for the center; update daily inspections and reports.
- Responsible for distribution and quantity of essential housekeeping and utility supplies and equipment. Ensure staff has adequate cleaning supplies, tools and materials on hand and available at all times, and all equipment is of sound, safe working quality.
- Abide all fire regulations/codes involved with the facility; assure safe usage of all equipment used in the facility; operate industrial vehicle maintenance; follow proper safety techniques in lifting.
- Ensure that all safety policies and procedures are enforced in the department. Conduct inspections to ensure proper follow through by department staff.
- Performs other related duties as may be required or assigned by the Housekeeping Manager.

Experience Required

- A minimum of one to two years of progressively responsible experience in janitorial/housekeeping operations. Such experience is highly preferred to be within the Convention Center or hospitality industry.

Education Required

- High school diploma or its equivalent.

Additional Skills Required

- Must have the ability to lift 75 lbs., stand, sit, crouch and bend throughout the course of daily activities.
- Must be knowledgeable on proper use of housekeeping equipment and safety techniques.
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- Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers. Ability to establish and maintain a system for assuring high standards of productivity within the department.
- Ability to maintain an on-going list by priority of projects and tasks, to assume timely and effective solutions to unanticipated client focused issues.
- Exceptional verbal & written communication skills; leadership skills; ability to receive and give instructions; Requires the ability to interface with all levels of employees in all departments.
- Ability to work a varied schedule including weekends and holidays, as required
- Ability to work long hours, while under pressure.
- Ability to adapt and work effectively in various parts of the facility.
- Ability to work in various climates based on the environment.
- Working knowledge of tools and equipment related to managing a multi-purpose and world-class Convention Center facility.
- Must have a continuous drive and passion for creating an exceptional experience for all guests, employees, and tenants.
- Must have general computer skills and a working knowledge of Microsoft Office.
- Ability to uphold the Hawaii Convention Center's commitment to hospitality and "Aloha Spirit".
- Must demonstrate excellent customer service.
- Knowledge of general business practices.
- Ability to thrive under pressure and execute within strict deadlines.
- Must demonstrate exceptional work habits by doing the following: respond quickly, seek learning activities, apply knowledge and skills, approach change or newness positively, take risks in learning, ensure high quality, take action and prioritize.
- Must demonstrate relationship skills by doing the following: nurture relationships, communicate time frames, seek opportunities, earn trust of others, communicate effectively, and build collaborate relationships.
- Must demonstrate personal attributes that encompass reliability, good judgment, integrity, ability to use key principles, persistent efforts, maintain focus, and display professional demeanor at all times.
- Must demonstrate competency to build the organization such as innovation, customer loyalty, ability to comprehend communication from others and contribute to the Hawai'i Convention Center/AEG sustainability efforts.

- Must be able to pass a criminal background check, employment check and a drug test prior to employment.
- A satisfactory equivalent of education, training and experience in related fields and/or educational disciplines, sufficient to qualify for the requirements of position

EOE/M/F/D/V Equal Opportunity Employer/Minorities/Female/Disabled/Veteran