



Position Title: Public Area Supervisor
Position Reports to: Director of Housekeeper
Salary: \$16.75per hour, gratuity
Employment: Seasonal

Fox Harb'r Resort is a 5 Star, 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, Nova Scotia. We are offering a unique opportunity for you to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

General Description: This role is a working supervisor who is responsible for the cleanliness of the Public Areas of the Club House; the Spa; the Joyce Centre (locations) against a set of Standards and Procedures and for the performance and well-being (employee satisfaction) of the Public Area Cleaning Attendants who report to them.

Qualifications & Requirements:

- Previous supervisory experience in a hotel environment
- Must possess excellent hospitality skills
- Must possess excellent organizational skills
- Must be available to work nights, weekends and holidays as required
- Must possess a valid driver's license
- Well groomed with a professional presentation
- Excellent oral and written communication skills
- Computer knowledge

Responsibilities

- Oversee the cleanliness of Public Area locations as described, both performing cleaning tasks and providing audits and corrective action as necessary to the cleaning routines of the Public Area Attendants (PAA) assigned.
- Ensure the sanitation and cleaning standards and procedures are role modelled and too carried out by all PAAs.
- Collaborate with Housekeeping Supervisors and the Executive Housekeeper to develop cleaning time schedules to be carried out by the PAAs to assure that all areas of cleaning responsibility are achieved on-going.
- Effectively communicate and liaise with the Front Desk and Maintenance colleagues, to provide timely feedback and/or response to all inquiries; maintenance issues and identified guest concerns.
- Gather and issue to Executive Housekeeper/Supervisors all maintenance requests and report back follow up on completion accordingly. NOTE: Urgent requests to be made directly to Housekeeping Supervisors on duty.
- Assure all products are handled safety and used in the proper application.
- Assure that all PAAs understand their role and action to be take in "emergency response" at each of the locations they work.
- Through consistent observation of quality and cleanliness standards being met by each PAA, audit locations against cleaning task lists and discuss both positives and need-for-improvement areas with each PAA on-going.
- Assure all PAA team members adhere to uniform and conduct policies.
- Manage inventory controls of supplies and equipment used by the PAAs.
- Do necessary training of all PAAs so that they are equipped with the knowledge and tools to perform their duties.

Human Resources Department, Ann Jeffreys

Email: hr@foxharbr.com Mail: 1337 Fox Harbour Rd., Fox Harbour, NS B0K 1Y0

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.



- Oversee performance management, of direct reports, provide coaching and counseling, assisting PAAs with inquiries and concerns; provide compliments of a job well done; identify areas of improvement (evaluation) and follow up. Discipline issues to be discussed with Executive Housekeeper for implementation.
- Respond to customer service issues promptly and professionally; leading by example ensuring all PAAs are providing 5-Star Excellence in service to internal and external guests at all times.
- Provides reports as requested by Executive Housekeeper
- Use appropriate time on shift to communicate with other PAA colleagues to ensure that they have information they need; do a check-in as to their well-being; and inquire if they need any assistance to remove barriers or have new and creative ideas around their tasks etc.
- Perform other tasks as required.

At Fox Harb'r Resort, we know every employee is a valued part of the team.

Our benefits include:

- Travel Fuel Allowance
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Accommodations, Golf and Spa services & products and Activities
- Friends and Family Rates for overnight accommodations
- Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room
- Team Member Activities and Department Incentives
- Team Member Education Funding and Bursary Program
- Team Member housing availability

Fox Harb'r Resort is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status

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