



Situated on Block Island's beautiful Great Salt Pond, Champlin's Marina and Resort represents one of New England's finest and largest Marina and Resort hospitality destinations that has been welcoming guests for over 70 years. Decades of boats, history, music, and great food creates an appeal for all who seek memorable travel and authentic hospitality experiences. Hospitality at its core is about people, which makes our team and our guests the most valuable components of our business. We operate in ways that empower our teams to drive bottom-line growth through optimized guest experience delivery.

- Position:** Housekeeping Team Lead of Champlin's Marina & Resort
- Overall Mission:** Be the best. The best place to work and the best experience for our guests.
- Overall Goal:** Provide world-class experiences profitably.
- Who do we work for?** The Guest. With a 168-hour approach, each and every member of the Champlin's team understands that we work for the Guest every hour of their stay, providing anticipatory service that is complemented with quality systems and well managed facilities.
- What do we sell?** Experiences. The Champlin's experience is one that embodies excellence, integrity, consistency, anticipatory service, and solutions.
- Ideal Candidate:** The candidate for this hospitality driven position must be a proven leader with a detail-oriented approach. This position is fast-pace, and he/she must have the ability to stand and move-about the property for the duration of their shift with repetitive bending, lifting, and kneeling.
- Key Focus:** The Housekeeping Team Lead works diligently to ensure that our rooms and all common areas are in the best condition and highest state of cleanliness at all times.



Key Responsibilities:

- Leads the day-to-day execution of cleaning, care, and upkeep efforts of rooms and public spaces. These areas are maintained through strict quality control and ongoing inspection methods, i.e. “The Toilet Test” and “The White Glove Test”, so as to ensure the Champlin’s Marina & Resort standards are consistently met or exceeded.
- Ensures all in-house guest needs are addressed in a timely manner and that the workload is in alignment with the efforts of the Reservations and Guest Experience Coordinator as set forth by the arrival, in house, and departure needs.
- Establishes a consistent and open line of communication with the Facilities Manager so as to ensure all maintenance related emergencies identified through our cleaning efforts are reported immediately. The Housekeeping Lead will also be responsible for ensuring that all non-emergencies are properly submitted as work-orders via our Maintenance Management Software in a timely manner.
- Assists with the development and leads the implementation and execution of the Housekeeping Team training program in a way that ensures the highest quality guest experience through consistency, efficiency, and safety.
- Leads the ongoing daily inspections of all rooms and public spaces with the understanding that he and/or she is the final set of eyes prior to our guests entering their home away from home for the first time. The state of our rooms and facilities is one of the most valuable forms of marketing that directly impacts our sales and reputation. It is our goal to have the cleanliness of our rooms and facilities mentioned in every review!
- Ensures the optimization, proper use, and management of linens, cleaning supplies, in-room amenities, cleaning equipment and tools, paper products and other consumables through recurring inventory and streamlined workflow and ordering.
- Ensures all Housekeeping Team Members are on task, completing responsibilities timely and accurately, and that all workstations / zones / carts are replenished, orderly, and secure.

Reporting and Communications:

- Provide regular reporting for upper management and ownership with effective and timely communications of activity, planning, and success metrics such as room status reports, average turnover time, and inventory.