

# HRC GROUP

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## HOUSEKEEPING OPERATIONS MANAGER

The HRC Group is a Leading Housekeeping Outsourcing Specialist Company based in Sydney and is seeking the above position. The Candidate we are seeking to join our team must have the following attributes and skill set to assist our current Operations Manager and General Manager.

You will be one of two Operation Managers in this role which is responsible for overseeing the HRC daily operations in all of our client hotels and being an ambassador for the company.

The successful Candidate we are seeking to join us, will currently be working as an Assistant Executive Housekeeper in a large hotel and or Housekeeping Manager in a smaller property.

The role is both operational and hands-on as you will be responsible for:

- Visiting our current Clients and Associates daily
- Attend promptly to all guest feedback daily follow up with HRC Client Management, HRC Site Manager, Senior Supervisor, Supervisor and HRC General Manager
- Updating and implementing operational procedures
- Plan and allocate housekeeping tasks and assignments to our senior supervisors
- Provide support and solutions to daily operational challenges as they arise
- Assist with recruitment and interview selection
- Plan, and implement training procedures together with the current Housekeeping Operations Manager
- Ensure Training is carried out at any level to set HRC Policy & Training Programs for each position
- Ensure all Training Checklist are completed with HRC set guidelines and time frames
- Monitor and review Quality Standards by daily and weekly formal inspections
- Promote by example the principles of "Core & Cultural Practices" of our Company

## REQUIREMENTS

- Applicants who do not already have legal permission to work in Australia will not be considered
- Be currently working in a 4 star hotel and have a minimum of 4 years' experience in a senior role within the housekeeping department.
- The candidate will have excellent communication skills both written and oral
- Knowledge of Property Management Systems, Microsoft Office, and Outlook are required
- Excellent communication and effective listening skills
- Must be a highly effective leader, possessing a high degree of interpersonal skills, ambition, drive and determination

## KEY COMPETENCIES

- Leadership skills
- Management skills
- Delegation skills
- Organisational & time management skills
- Professionalism
- Communication skills (written/verbal)
- Initiative
- Sound human resources skills
- Guest focus
- Problem solving skills
- Strong training skills
- Quality awareness

This role is demanding, challenging and we operate over a 7 day week. The position will involve some weekend shifts.

The position is reporting directly to the National Director of Operations

Written Applicants that match our Key Competencies Specification need apply to:

**KINARA MOKTAN | National Director of Operations**

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