

HOUSEKEEPING SUPERVISOR

Student Residences - Summer Jobs



Hours:	Full-time, 30-40 hours per week
Salary:	\$20.25 per hour
Training Dates:	May 1 – 7, 2025
Contract Date Range:	May 1 – August 31, 2025

Job Description:

Every summer, Memorial University transforms its residences into a vibrant hotel operation, providing an exceptional opportunity for students to gain hands-on experience in hospitality. As part of our team, you'll work under the guidance of the Coordinator, Guest Accommodations, ensuring top-notch service for conference guests, sports teams, school groups and individual travellers.

In August 2025, St. John's will proudly host the Canada Summer Games, welcoming 4800+ athletes, coaches and managers to campus. Memorial University Residences will become the bustling Games Village. This prestigious event is a once-in-a-lifetime opportunity for our student staff, offering a unique chance to showcase your skills and dedication.

As a member of the team, you will:

- Be an ambassador for our city and province, sharing the best of what Newfoundland and Labrador has to offer.
- Provide exceptional service to athletes, coaches and guests, ensuring their stay is memorable.
- Gain valuable experience in hospitality, customer service and teamwork.
- Inspire and strengthen the youth of our country through your dedication and hard work.

This is more than just a job; it's an opportunity to be part of something special, to grow personally and professionally, and to make a lasting impact. Join us and be a part of the excitement!

As a Housekeeping Supervisor, you'll be a key part of our Guest Accommodations team, providing support and leadership.

Your responsibilities include:

- Leadership
- Administrative duties prioritizing daily tasks and duties for the staff
- Daily Operations
- Other related duties that may arise with the start of the Canada Summer Games

The seasonal role runs from mid-May through late August. Join us and make every day special for our guests.

The Housekeeping Supervisors will provide support, leadership, and administrative duties in the following areas for the duration of the season, early May through late August. Most shifts will be during the day; however, evening and weekend work may be required. Successful candidates will receive, on average, 30-40 hours of work per week.

LEADERSHIP:

Task and prioritize room cleaning, bed making, and other duties for the Housekeeping Associates. Ensure cleanliness of rooms and beds are at hotel standards, inspect all bedrooms and common spaces daily and provide follow-up as necessary. Inspect rooms and common areas for cleanliness, damages and submit appropriate work orders. Assist Housekeeping Associates in cleaning guest rooms, making beds, changing linen, and stocking linen storage. Determine room allocations for forecasted arrivals.

ADMINISTRATIVE TASKS:

Liaise with the front desk regarding scheduled arrivals and departures. Liaise with custodial supervisor for cleaning requirements of common spaces and adequate cleaning supplies. Ensure adequate inventory of clean bed and bath linen. Arrange pick-ups and deliveries of laundered linen. Review invoices from the contracted laundry service provider for accuracy. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests.

OPERATIONS:

Ensure linen is counted, bundled, and laundered on a regular basis. Organize, inspect and inventory linen and storage rooms on a daily basis. Prepare linen and cleaning carts for the start of each shift. Inspect linen regularly and discard or repurpose old or damaged linen. Maintain inventory of guest room amenities and request any needed supplies.

CANADA SUMMER GAMES:

In August, during the Canada Summer Games, your duties may differ from your regular responsibilities from May to July. These may include providing general information to Games Village residents about Memorial University and local tourism, assisting with key and campus card services, handling cleaning and repair requests, completing room inspections, organizing storage rooms and inventorying items.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution, or be provisionally accepted into Memorial for the next immediate academic semester. Students must be in good academic standing. Students must have been registered full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester. Students must not be registered full-time for Intersession, Summer session, or Spring semester. Students may take courses part-time only if it does not interfere with their work schedule.

Candidates must be knowledgeable about Memorial's St. John's campus, our facilities, and our services. Work experience in hospitality, conferences, and events, tourism, or similar experience that provides the necessary transferrable skills is preferred. Experience in leadership positions and activities is an asset. English proficiency required, multilingualism preferred especially the ability to communicate in Canada's two official languages.

Candidates will be highly motivated, have a strong customer-service orientation, and have a demonstrated desire to exceed customer expectations. Candidates will be detail-oriented and able to meet tight deadlines. This position requires repetitive tasks including bending, crouching and standing for extended periods. The successful candidate must also be able to lift, carry, push, pull or otherwise move items 30-50 lbs. regularly and items 50-75 lbs. on occasion.

Remuneration:

Successful candidates will receive \$20.25 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, employees are paid 4% vacation pay.

Hours of Work:

Mainly daytime shifts and will include weekends. Evening shifts may be required.

Example schedule: 8:00 a.m. - 4:30 p.m.

Hours of work are subject to change in August, due to Canada Summer Games, and may include overnight shifts during the event.

How to Apply:

Submit a cover letter, resume, and two references.

Applications must be received by NOON, Friday, January 31, 2025

Online: Student Residences Portal
<https://www.mun.ca/stay/student-jobs/>
Proceed using your MUN Login

We thank all candidates for their interest; however, only those candidates selected for interviews will be contacted. Interviews will be conducted the week beginning Monday, February 24, 2025.

All qualified candidates are encouraged to apply; however, preference will be given to applicants who are legally entitled to work in Canada. Memorial University is committed to employment equity and diversity and encourages applications from all qualified candidates, including women, people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.