NOW HIRING

HOUSEKEEPING SUPERVISOR - Holiday Valley Rental Management – Ellicottville, NY

Do you take pride in creating a clean, welcoming experience for guests?

Holiday Valley Rental Management is looking for a dependable, organized, and motivated **Housekeeping Supervisor** To lead our housekeeping team and ensure our rental properties are consistently guest ready.

THE POSITION

The Housekeeping Supervisor plays a key role in making sure every guest arrives at a clean, comfortable, and properly prepared rental. This is a fast-paced position where priorities can change throughout the day, so the ideal candidate is a multitasker, problem-solver, and team leader who can adapt quickly.

KEY RESPONSIBILITIES

Schedule and coordinate daily housekeeping assignments based on departures, arrivals, and changing rental needs.

- Adjust daily plans and priorities as guest arrivals and circumstances dictate.
- Ensure all units are cleaned to meet or exceed HVRM housekeeping standards.
- Conduct inspections of completed units to ensure quality and guest readiness.
- Address and correct housekeeping concerns immediately.
- Respond to and resolve complaints when a unit has not been cleaned to standard.
- Communicate with RM staff regarding missing or damaged items and replacement needs.
- Report property damage, maintenance concerns, and unusual conditions immediately.
- Monitor housekeeping supplies and the overall presentation of rental units.
- Hire, train, and provide ongoing guidance to seasonal housekeeping staff.
- Provide feedback and coaching to housekeepers when standards are not met.
- Work closely with Rental Management and Maintenance to resolve issues quickly.
- Look for ways to improve efficiency, property presentation, and the overall guest experience.

WHAT WE'RE LOOKING FOR

The ideal candidate is:

- Reliable and dependable
- Highly organized and able to multitask
- Detail-oriented with high standards for cleanliness
- A strong communicator and team leader
- Comfortable making decisions and changing plans quickly
- Able to work independently and take initiative
- Comfortable providing direction and constructive feedback
- Professional and positive when dealing with staff, guests, and management
- Experienced in housekeeping, hospitality, vacation rentals, preferred, but not required

IMPORTANT REQUIREMENTS

This position requires flexibility with hours, including the ability to work weekends and holidays, particularly during peak rental seasons. The successful candidate must be willing to respond to changing daily schedules and the needs of a busy short-term rental operation.

WHY JOIN HVRM?

Join a team where your work directly impacts the experience of guests visiting Ellicottville and Holiday Valley. We are looking for someone who takes ownership of their work, cares about the details, and is always looking for ways to make things better.

TO APPLY

Please submit your resume and a brief description of your housekeeping, hospitality, or supervisory experience to **Holiday Valley Rental Management**.

Holiday Valley Rental Management is an Equal Opportunity Employer.