



13767W County Road B  
Hayward, WI 54843

## Job Posting

Job Title: Lead Supervisor  
Department: Housekeeping  
Reports to: Hospitality Manager  
Pay Grade: NE10  
Position Type: Non-Key  
Opening: 11/5/2021  
Closing: Until Filled

---

**Basic purpose or function:** The Lead Supervisor is responsible for ensuring property cleanliness, sanitation, and safety by providing overall direction to the Housekeeping Department Team Members for the Sevenwinds Casino Lodge & Conference Center. In coordination with the Hospitality Manager, the Lead Supervisor establishes an exceptionally high standard of cleanliness, sanitation, safety, and guest service and imparts this knowledge to Team Members through training, positive motivation, and instilling pride in the job.

---

### Job Duties:

---

- With the assistance of the Shift Leads, will be responsible for hiring, training, supervising, executing performance reviews, and setting schedules for all department Team Members to ensure maximum productivity in all job categories, while maintaining the policies, cleanliness, sanitation, and safety standards set by the Sevenwinds Casino Lodge & Conference Center.
- Monitors the workload and manages staff levels to ensure optimum level of service to our guests.
- Trains and develops supervisory skills of Shift Leads, instructs the shift leads in all aspects of training new Team Members, including instruction in the development and promotes learning opportunities for increasing the shift leads computer knowledge and supervisory skills.
- Performs the daily entry of time for Team Members into the Casino Time Management system, initiates purchase requests, submits PTO requests Also collaborates with the Hospitality Manager to complete performance evaluations of Team Members within the appropriate timeframe. Continually monitors accruals, attendance and punctuality, unacceptable behavior and submits write ups/ corrective action plans within the appropriate timeframe to correct unacceptable conduct of department team members.
- Prepares weekly work schedules for the department and ensures there is a schedule for the team at least two weeks out and that "Schedule Switch" forms are initiated when a change in schedule is initiated. The Lead Supervisor ensures Team Members have at least a 48-hour notice if there is a change to the master schedule. The Lead Supervisor submits the schedules to Human Resources and the Hospitality Manager.
- Complies with the Human Resource process for acquiring New Hires and managing the Headcount budget.
- Conducts a property walk through every four hours, including but not exclusively, inspecting Lodge rooms on occasional basis, reception areas, pool area, break rooms, halls, restrooms, kitchen area, gaming floor, storage closets, outer entries, and walkways. The Lead Supervisor ensures that cleanliness, sanitation, and safety standards have been met. The Lead Supervisor works with Team Members and requests that Team Members return to areas to correct any omissions, oversights or incomplete directives, duties, expectations, or standards and fill in when shift lead is absent.
- Reviews Team Member Incident reports daily shift notes, work orders and ensures that tasks are completed in a timely, professional manner. Submits daily shift report including call ins, room count and left behind items, etc. to Hospitality Manager and designee.
- Works with the Hospitality Manager to develop a process to communicate on a regular basis to the Team Members at the start and/ or at the end of the Team Member's shift. Topics include a review of established rules and regulations, casino news, upcoming events, review guest service basics, award recognition certificates, team concerns, and review any new procedures. The Lead Supervisor forwards notes of Team Member concerns to the Hospitality Manager.

- Works with the Hospitality Manager to develop new procedures and policies for the Housekeeping areas. The Lead Supervisor ensures the procedures are in the approved casino format and published on the Intranet after approval by the Executive.
- Works with department shift leads to develop a departmental task lists for Team Members on each shift to follow.
- Works with the Hospitality Manager to strategize and address disciplinary matters. The Lead Supervisor understands that all disciplinary actions must be in accord with policy and require the approval of the Hospitality Manager and Executive prior to issuance.
- Complies with the requirements of Human Resources whereby Personnel Action Forms (PAF's), counseling notices, letters, terminations, new hires, interviews, etc. submitted to Human Resources must be signed and submitted by the Hospitality Manager.
- Assists the Housekeeping team as needed.
- Achieves a thorough technical knowledge of the maintenance and care of wall coverings, floor types, furniture upholstery, carpets, all linens, cleaning equipment and machinery. The Lead Supervisor must also have a thorough knowledge of the proper use of cleaning chemicals.
- Reviews the Housekeeping history journal or logbook detailing maintenance, cleaning logs and repairs, renovations, color schemes, general and special cleaning projects.
- Continuously maintains and updates detailed policy and procedure manuals to include MSDS training, OSHA's Blood Borne Pathogen training, general workplace safety training, staff meetings, orientations, turn down procedures, etc.
- Enforces all company safety rules and programs, reporting any incidents to the Hospitality Manager, the Safety/Risk Manager, Human Resources, and Operations Executive.
- Reviews inventory order histories in an order book to be used in conjunction with effective inventory management to keep an appropriate level of supplies and amenities on hand, avoiding supply outages. The Lead Supervisor-initiates purchase requisitions for supplies and inventory for the Hospitality Manager's review and signature approval.
- Maintains effective communications with the Facilities/ Maintenance Department, coordinating preventive maintenance procedures and following-up on work orders.
- Maintains detailed repair records for all equipment.
- Tests and evaluates cleaning supplies and equipment. The Lead Supervisor meets with vendors and contractors to continuously update knowledge of new products being used.
- Ensures the casino Lost and Found policy and procedures are followed, supervising the record keeping of the "found" property if left unclaimed according to policy.
- Assists the Hospitality Manager in preparing the annual budget, including payroll expense, applicable expense line items, and recommendations for capital expenditures for the Housekeeping operation.
- Schedule's self to work alternating schedules to oversee Housekeeping operations, including one weekend per month.
- Conducts NEW HIRE orientation on the duties to be performed.
- Responsible for working with and complying with the directives of the scheduled manager-on-duty (MOD).
- Performs other related duties as requested by the Hospitality Manager or designee.
- Thoroughly inspect each Lodge room as needed to ensure that cleanliness, sanitation, and safety standards have been met. Request Room Attendants to return to the Lodge rooms to correct any omissions or oversights of cleanliness and stocking of supplies or amenities as needed.
- Entering the Lodge room status into the computer as needed. Ensuring correct times and proper reports are printed.
- Maintain the guestrooms and all public areas in a clean, comfortable, and saleable condition. This would include many of the back-of-the-house areas as well.
- Consistently offer a very high standard of service to the guest with the commitment to excellence as the main focus.
- Work very closely with the Lodge Front Desk Team Members to review occupancy levels, early or late arrivals or departures, VIP lists, and special requests for guests, etc.
- Maintain a room history journal or logbook detailing current room inventory, major maintenance and repairs, renovations, color schemes, general and special cleaning projects.

- Conduct daily, monthly, or weekly meetings, forwarding minutes to Hospitality Manager.
- Enforce all company safety rules and programs, reporting any incidents to the Hospitality Manager and Human Resources.
- Maintains harmony, courtesy, and service with a commitment to excellence within the staff and toward the guests and other departments.
- Attends all staff meetings as called by the Hospitality Manager.
- Motivates and develops subordinates and carries out appraisals as required by hotel policy.
- Cleans rooms when necessary.
- Must be able to establish and enforce a high standard of cleanliness, sanitation and safety while promoting a positive work environment and high morale.
- Performs other related duties as requested by the Hospitality Manager and/ or designee.

### **Job Qualifications:**

---

- Must be at least 18 years of age.
- High school graduate or equivalent.
- Two to three years Housekeeping supervisory or management experience. Associate degree in Hospitality Management preferred.
- Must maintain strict confidentiality.
- Must be able to meet the public in a friendly and courteous manner to maintain excellent public relations.
- Must take direction well.
- Prior supervisory experience and has proven leadership qualities.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Must be able to stand for long periods of time.
- Must be able to lift 50lbs or more and be involved in bending activity 75 percent of the time.
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule.
- Excellent oral communication and written communication skills.
- Must have a thorough understanding of the workings of a Housekeeping department and a good understanding of a Lodge/ Laundry Department and be able to offer constructive suggestions when necessary.
- Must complete Title "31" training.

**Native American preference applies to all candidates who apply.**

Apply online at:

[www.sevenwindscasino.com](http://www.sevenwindscasino.com)

Our Team

If you are unable to apply online, submit information to:

Human Resource Department  
Sevenwinds Casino, Lodge & Conference Center  
13767W County Road B  
Hayward, WI 54843

Doug Merrill, Training & Development Specialist  
715-634-5643 Ext. 6121

Tina Coss, Human Resource Manager  
715-634-5643 Ext. 6107