

DWV Quality Control Inspector
Job Title

Dollywood Vacations
Division

LB213S
Job Class

2 YR
Grade

Housekeeping Lead
Reports to

3-20-12
Date

**DOLLYWOOD
POSITION DESCRIPTION**

- I. Job Duties Position Exists to Perform
1. Inspect the overall cleanliness, appearance, and condition of cabins after being cleaning by housekeeping staff to insure quality standards are met; identify and resolve quality problems
 2. Inspect all televisions, radios, computers, alarm clocks, telephones, any electronic device provided in cabin to insure all are in working order to include any remote control device; report to maintenance any problem immediately
 3. Check all entry locks on cabins to make sure they are in proper working order; change entry code on door lock as specified on dispatch paperwork at completion of inspection
 4. Manage to completion the annual cabin deep clean process ensuring that all work is completed and product is ready for rental.
 5. Evaluate systems, analyze data, evaluate products and technology and establish quality control procedures
 6. Insure that proper maintenance is provided in order to extend the useful life of assets and the dependability of equipment
 7. Assist Operations Manager in effectively and efficiently utilizing resources to insure budget target or allocations are met
 8. Assist Operations Manager in supervising housekeeping and maintenance employees and insuring that they are treated fairly and provided a positive work environment
 9. Assist management in hiring, scheduling, evaluating, counseling, disciplining, motivating and coaching housekeeping and maintenance employees
 10. Insure that personal actions and actions of staff demonstrate support of company goals and mission statement and that they are in compliance with company policies and procedures
 11. Insure that all work is completed in a safe manner and that it complies with the company safety program and all applicable federal, state, and local laws or regulations and industry standards
 12. Follow company policies to handle any safety hazards, accidents, or injuries; complete safety training and certifications
 13. Conduct departmental and on-the-job training of housekeeping and maintenance staff
 14. Track cabin cleaning and maintenance in Property Management System
 15. Evaluate cleaning supplies vendors; investigate cleaning product quality problems and recommend changes or improvements
 16. Monitor cleaning supplies, keep inventory of supplies and order when necessary
 17. Perform special projects as needed
 18. Management reserves the right to change and/or add to these duties
- II. Education/Experience/Skill Requirements
1. Work experience that demonstrates successful execution of similar duties and responsibilities in a commercial/industrial environment
 2. High school diploma required, some college preferred
 3. Supervisory skills that include verbal and written communication, leadership, planning, organizing, and controlling
 4. Minimum five years of supervisory experience
 5. People skills that include motivation, coaching, counseling, leveling, and providing both positive and negative feedback
 6. Must provide reliable transportation and must use own vehicle for work
 7. Ability to speak and write English
 8. Must have valid driver's license and proof of insurance

9. Ability to work and drive at high elevations
10. Must pass background check and drug test
11. Must be at least 18

III. Personality/Attitude Requirements

1. Highly motivated, self-starter
2. Strong attention to detail skills.
3. Ability to work effectively with others
4. Ability to work effectively with minimal supervision
5. Punctual, conscientious, friendly, outgoing, polite, courteous, thoughtful of others
6. Good personal hygiene, well groomed
7. Willingness to accept changes in a positive manner
8. Ability to work well in a hectic, fast paced environment
9. Openness to new ideas and willingness to learn new technology

IV. Essential Functions Absolutely Necessary to Perform Job Duties

1. Ability to perform tasks requiring continuous walking, standing, stooping, bending, lifting, kneeling, crawling, pushing, reaching, carrying, moving objects, and climbing short ladders
2. Ability to lift, push, pull, and move up to 50 pounds
3. Must possess manual dexterity
4. Ability to hear, listen, speak, smell and see, must possess depth perception and color vision
5. Ability to tolerate a year round outdoor environment, with temperatures from 0 to 110 degrees
6. Ability to withstand exposure to cleaning chemicals
7. Ability to complete tasks in a timely manner
8. Ability to maintain a dependable work attendance and flexibility with work schedules to include any required overtime
9. Ability to work evenings, weekends, and holidays
10. Ability to work with others in a friendly, positive manner
11. Ability to operate power machines to clean, wash, shampoo carpet, strip wax, and buff floors
12. Ability to properly use small hand tools and equipment and a variety of cleaning solutions
13. Ability to retain and recall large amounts of information
14. Ability to work in a hectic, fast paced environment
15. Ability to drive a car or truck
16. Able to work and drive at high elevations
17. Able to perform other functions as assigned