

Job #198 Executive Housekeeper for Muskoka Property



We are offering a fantastic opportunity for an experienced Executive Housekeeper to work at a beautiful estate property in Muskoka that operates like a five-star luxury hotel. The role suits someone who is engaged and self-motivated, likes variety and challenge in their work and has a passion for excellence and continuous improvement. They should also enjoy working as a key managerial member of an estate team.

The individual we are looking for demonstrates the highest standards of professionalism, integrity, and discretion; while also utilizing exceptional interpersonal and communication skills to develop positive working relationships with the estate's principal, estate staff, contractors, vendors, and others.

Applicants must have a G-level driver's license and their own vehicle. They must hold current status to legally work in Canada. They should also be fully vaccinated against COVID-19.

The position pays well, offers an excellent benefits package and an employer-matched RRSP program.

This position is a full-time, permanent hands-on management opportunity. It suits an individual with experience or a combination of experience in any of the following areas; Private Executive Housekeeper, Executive Housekeeper for a luxury boutique resort, and / or Chief Stew aboard a private luxury yacht.

Key Responsibilities include but not limited to:

- Working in concert with and under the guidance of the Estate Manager, leads a small core team responsible for all aspects of housekeeping
- People Management; hiring, performance management, developing, training, coaching and mentoring staff
- Ensuring all daily housekeeping duties are executed to the highest standard while respecting the principals' expectations and being mindful and cognizant of principal and guest preferences
- Liaise and provide appropriate service levels to principal and guests
- Ensure the residences are as pristine and welcoming as possible
- Be open to, suggest and manage evolving duties and responsibilities
- Schedule and execute larger cleaning projects on weekly, monthly or annual basis.
- Interior cleaning of all residences (principal, guest, staff, boathouses and spa)
- Assist with management of spa operations
- Ensure exterior cleaning and maintenance of all outdoor "living areas" including cleaning of patio furniture, sweeping of walkways etc.
- Purchasing and inventory control
- Ensure appropriate care of fine items such as wardrobe, artwork, and other valuables

PORTICO INC.

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- Work respectfully with other household staff, contractors, vendors and others to ensure successful operation of the estate

Qualifications:

- Ideally, have previous strong experience as an Executive Housekeeper for an ultra high net worth principal/s
- Experience in hospitality, hotel management, yachting, culinary industries is highly desirable
- Must have had strong people and staff management experience – including setting expectations, motivating staff, managing performance, coaching and mentoring
- Must have experience building and maintaining SOPs, inventory management systems and process manuals
- Demonstrable experience with identifying and optimizing efficiencies
- Excellent housekeeping & laundry skills and knowledge of cleaning and maintaining luxury surfaces and care of fine items
- Must have prior experience in fast paced environments with multiples events and high and low seasons and be comfortable scaling up or down as required (can have up to 100 guests at peak)
- Must be service oriented with strong communication skills
- Must be gracious and able to handle difficult situations in a professional, calm solution minded manner
- Must be highly self-motivated and engaged, fuelled with a passion for excellence and continuous improvement
- Must be solution oriented and able to think outside the box
- Able to demonstrate ownership and accountability in all aspects of the role
- Strong ability to multi-task with excellent time management skills
- A self-starter that can work effectively with minimal supervision
- Must have exceptional attention to detail
- Individual must have a polished and well-groomed professional appearance
- Must always exercise complete discretion and maintain confidentiality
- This role will require longer hours, including evenings and weekends, particularly during peak seasons
- Must be comfortable boating between mainland and island portions of the estate; boating license is beneficial
- Must have a clean drivers abstract and access to a vehicle
- Relocation support may be provided

The Employer is committed to providing accommodation for people with disabilities. If you require accommodation through any aspects of the selection process, please notify us and we will work with you to meet your needs.