

Position Summary:

The Housekeeping Administrative Assistant is responsible for supporting, managing and maintaining all clerical and administrative functions for the housekeeping and Laundry division. This position is a key position within the housekeeping organization.

This person demonstrates excellent attention to detail with a strong sense of urgency as to the timeliness of the completion of their responsibilities. He/she is an excellent communicator and maintains strong working relations with all members of the housekeeping team as well as with all levels of management throughout the ship.

This position will have access to information that may be considered confidential and is expected to maintain a high level of discretion.

Essential Duties & Responsibilities:

Royal Caribbean International expects each shipboard management team member to relentlessly exemplify the principles of the *Anchored in Excellence* Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

1. In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This applies to physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. The Housekeeping Administrative Assistant supports and reports to the Executive Housekeeper. This position oversees all clerical and administrative functions for the housekeeping division. This includes and is not limited to the managing and maintaining of reports, performance measuring tools, reporting logs, Inventory logs, internal communications, requisitioning functions, audit results management, Inspection data entry, time and attendance functions and other aspects of crew management and support.
3. This position will oversee the managing and maintaining various reports that are required to support the Housekeeping and Laundry operation. These reports may include and is not limited to inspection reports, time and attendance reports, general crew reports, bed bug reports, trend reports, condition reports, compliancy reports and overall operational reports.
4. The Administrative Assistant will manage and maintain various logs. The logs may include and is not limited to guest resolution logs, do not disturb logs and various operational logs required to support the housekeeping operation.
5. Various schedules will be managed and maintained which may include but is not limited to training schedules, work schedules, inspection schedules and other schedules required to support the Housekeeping and Laundry operation.

6. The Administrative Assistant will have a role in the managing and preparation of the appraisal process. This will include and is not limited to the scheduling of performance appraisals, as well as the documenting of the process as required by company policy.
7. This position will manage and maintain various programs which may include and is not limited to the gift and gear program and revenue reporting for the laundry, floral cart, mini-bar and tuxedo programs as well as various other programs.
8. Other duties will include and are not limited to managing the Performance Management Tool. This will entail data entry, reporting, communicating results, and maintaining the data integrity of the tool.
9. Additional duties include the managing of various crew related programs and processes which may include and is limited to the time and attendance functions, sign-on / sign off orientation, uniform requisitioning, boat drill excuse lists and the hotel familiarization and verification process.
10. The Administrative Assistant will maintains a safe, secure, and healthy environment by enforcing organizational standards, procedures, and legal regulations and promoting Workplace Safety. Attends mandatory crew and guest safety drills, training activities, courses and all other work-related activities as required.
11. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

Qualifications: *(Minimum hiring, language & physical requirements to perform job)*

Hiring Requirements:

- Specific knowledge of principles and processes for providing exceptional customer and personal service including needs assessment, problem resolution, demonstrated strong attention to detail and achievement of quality service standards
- Skill set needs to include proficiency in the different onboard systems this must include Encore, Guest Log, etc.
- The ability to create various analyses', reporting and data entry.
- Ability to communicate diplomatically with supervisors and crew members to resolve problems and negotiate amicable resolution to challenges
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the Housekeeping division operation
- Should harbor a flexible outlook towards placement throughout the fleet, considering changing fleet-wide operational business needs
- Working knowledge of cleaning procedures and equipment, chemical handling, linen par levels, public health standards, computers, internet access, and the ability to navigate within a variety of software packages (e.g. MS Office) and office equipment
- Completion of high school or equivalent required

Internal Candidate Requirements:

In addition to meeting all requirements listed above, internal candidates must have a minimum of 16 months experience as a Stateroom Attendant or Linen Runner and meet all requirements defined in the "Chart Your Course" program. The candidate must have completed a minimum of 90 days in current position with demonstrated above average performance results.

Language Requirements:

Required to speak English clearly and distinctly, has aptitude to read and write English in order to understand and interpret written procedures, including the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers. Ability to speak additional languages such as Spanish, Mandarin, Italian or Portuguese preferred.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand, walk, use hands to touch, handle, or feel, reach with hands and arms, talk or hear, and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception & ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION