JOB TITLE:	Housekeeping & Accommodations Coordinator
REPORTS TO:	Director, Hospitality
DEPARTMENT:	Housekeeping
LAST UPDATE/REVIEW:	November 13, 2026

POSITION SUMMARY

The **Housekeeping & Accommodations Coordinator** reports to the Director, Hospitality and is responsible for overseeing all housekeeping services, including laundry, as well as coordinating and supervising suite turnover to ensure suites are cleaned, maintained, and prepared for new resident occupancy in a timely and efficient manner. The Facilities Supervisor serves as the primary point of contact for residents, families, and staff regarding concerns related to housekeeping services and suite readiness.

Responsibilities include the training, supervision, and performance management of housekeeping staff in a unionized environment; assigning duties and prioritizing cleaning schedules; inspecting completed work; investigating service complaints and implementing corrective action; and ensuring all cleaning chemicals are properly used, labeled, and safely stored.

The role also coordinates suite turnover activities, including scheduling and prioritizing vacant suites for cleaning, identifying maintenance deficiencies and repair requirements, coordinating with Housekeeping, Maintenance, and other departments to ensure necessary work is completed, and monitoring progress to minimize suite vacancy periods.

The Housekeeping & Accommodations Coordinator ensures suites meet established standards for cleanliness, safety, hygiene, and presentation prior to occupancy, while communicating suite readiness and outstanding issues to relevant departments. Overall, the role is responsible for maintaining a clean, safe, and welcoming environment throughout the facility and ensuring housekeeping and suite turnover services are delivered efficiently, consistently, and in accordance with organizational standards.

Key Responsibilities

I. HEALTH, SAFETY AND WELLNESS

- Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.
- Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
- Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

Housekeeping Operations

- Supervise, schedule, and coordinate housekeeping and laundry staff, including assigning duties, establishing priorities, and monitoring workload and productivity.
- Conduct routine inspections of resident suites, common areas, and other designated spaces to ensure established standards of cleanliness, hygiene, and presentation are maintained.

- Investigate housekeeping concerns and complaints, resolve service issues, and implement corrective actions as required.
- Ensure cleaning products and chemicals are properly handled, labeled, stored, and used in accordance with health and safety requirements.
- Train staff on cleaning procedures, infection prevention and control practices, safe work methods, and organizational standards.
- Monitor housekeeping supplies, equipment, and inventory to ensure adequate resources are available to support daily operations and suite turnover requirements.
- Schedule/approve payroll for staff.
- Responsible for conducting inventory, ordering supplies and equipment and providing reports on a monthly basis.
- Establishes and monitors the policies and procedures for all aspects of housekeeping and laundry services in accordance with regulatory and infection and prevention control guidelines.
- Lead orientation of new staff to ensure proper tools and training are provided on Day 1.
- Participates in the development of the operational budget for personnel, equipment and supplies.
- Collaborates with others to ensure organizational resources are used effectively and efficiently.
- Participates in the development, implementation and monitoring of Infection Control and Occupational health and Safety guidelines and Best Practices. Identifies and resolves safety hazards, and when necessary informs appropriate stakeholders as required.
- Perform other related duties as assigned.

Suite Turnover and Occupancy Readiness

- Coordinate and oversee the end-to-end suite turnover process, from resident departure and vacancy notification through cleaning, required repairs, final inspection, and readiness for new occupancy.
- Maintain a suite turnover schedule and prioritize vacant suites based on anticipated move-in dates, occupancy requirements, and operational priorities.
- Conduct initial suite assessments following resident departures to identify cleaning requirements, maintenance deficiencies, damage, and items requiring repair or replacement.
- Coordinate the removal and handling of abandoned items and arrange for the appropriate disposal, storage, or transfer of belongings in accordance with organizational policies and procedures.
- Schedule and coordinate housekeeping, maintenance, painting, repairs, carpet or flooring work, and other required services to minimize suite turnaround time.
- Monitor the progress of turnover activities, follow up on outstanding work orders, and address delays or barriers that may affect suite readiness.
- Ensure vacant suites are thoroughly cleaned, sanitized as appropriate, and prepared in accordance with established standards before a new resident moves in.
- Inspect completed suites using a standardized turnover checklist to verify cleanliness, presentation, and completion of required work.
- Identify deficiencies that cannot be resolved by housekeeping staff and escalate outstanding maintenance, safety, or repair concerns to the appropriate department before approving the suite for occupancy.
- Confirm suite readiness and communicate completion status, outstanding issues, and anticipated availability is communicated to key stakeholders.
- Maintain accurate records of suite vacancies, turnover dates, work completed, outstanding deficiencies, and suite readiness to support operational tracking and reporting.
- Identify opportunities to improve suite turnover processes, reduce avoidable delays, and support timely occupancy while maintaining quality and safety standards.

The Facilities Supervisor is accountable for ensuring housekeeping and suite turnover services are delivered efficiently, consistently, and in accordance with organizational standards, while supporting resident safety, satisfaction, and the effective management of suite availability.

QUALIFICATIONS

- High School Diploma; completion of diploma/certificate in hospitality, facilities management or related.
- Minimum of 5 years of experience in coordinating and managing facilities, suite turnovers, housekeeping staff and services, preferably in a senior's living facility.
- Knowledge of labour relations in a unionized environment is an asset.
- Intermediate Level proficiency in Microsoft office suite of products, (Word, Excel, Outlook, Power Point).
- Experience in interacting with cognitively challenged residents would be considered an asset.
- Driver's License with clear Driver's Abstract and access to vehicle.
- WHIMS training required.

COMPETENCIES

- Demonstrated professional maturity, judgement, decisiveness, and conflict resolution.
- Self-starter, detailed oriented and demonstrates flexibility.
- Strong supervisory skills, ability to delegate responsibilities.
- Proven organizational and time management skills.
- Solid project management and coordination skills.
- Experience coordinating multiple contractors and trades within a defined schedule and timeline.
- Excellent communication skills, written and oral and able to follow instructions.
- Ability to trouble shoot and recommend solutions.
- Strong evidence of relationship-building, ability to work collaboratively.
- Demonstrated conflict resolution skills.
- Demonstrated knowledge of and adhere to infection control policies and procedures.
- Evaluate customer satisfaction levels.
- Ability to perform light physical tasks, exerting up to 50 lbs of force on a frequent basis and up to 60 lbs on an occasional basis.
- Ability to perform such activities as grasping, lifting, reaching, crouching, walking, sitting, and carry repetitively and for long periods of time.
- Driver's License with clear Driver's Abstract and access to vehicle.