



POSITION: RTM Housekeeping Supervisor (Full Time; Exempt)  
DEPARTMENT: Housekeeping  
PROPERTY: Reading Terminal Market Corporation  
REPORTS TO: Assistant General Manager > General Manager

### **Job Summary**

Oversees and communicates shift team members daily assignments and inspects completion, provides training, reports daily via written recaps. Complies with daily administrative duties such as payroll, weekly supply ordering, shift reports, submission and follow up on maintenance work orders. Self-initiates activities and duties oriented to improve and sustain cleanliness and safety within RTM building and surrounding exterior environment. Assist Security and Facilities Maintenance as needed. Participates in and conducts departmental recruiting & hiring process, consisting of searching for applicants, interviewing, coordinating drug and background screening. Manage resources within budgetary guidelines. Follow through all other reasonable and related assignments. This is a hands-on role; we are seeking a supervisor who leads by example.

### **Essential duties**

In order to perform this job successfully, an individual must be able to follow instructions from AGM and General Manager in accordance with RTM employee handbook guidelines.

### **Roles and responsibilities:**

- Overseeing the general Housekeeping and Maintenance duties as assigned or by regular schedule.
- Update daily department administrative duties, including inventory, assignment status and project tracking.
- Ensure cleanliness of all RTM public and back of the house areas, including public restrooms.
- Able to engage in professional business interaction with a variety of others, including co-workers, public officials, merchants, vendors, guests, and emergency responders.
- Initiate actions and projects oriented to improve cleanliness, safety, and repairs within RTM in a cost-effective manner.
- Perform other reasonable business-related duties as assigned.
- Administrative duties also include addressing performance issues with Housekeeping team members, and administering proper progressive discipline and recognizing excellent performance.
- Able to effectively inspire and coach RTM team members to improve performance.
- Maintain knowledge of current property events, promotions, and attractions.
- Generate alerts for the appropriate area in the event of any technical problems.



- Experience managing departmental budgets (payroll, supplies, etc.)
- Complete other business-related duties as assigned.

### **Qualifications**

- Prior supervisory/management experience required including experience in scheduling, payroll and performance management.
- Must possess excellent guest service and communication skills.
- Must be able to perform independently, with little supervision.
- Must present a well-groomed appearance.
- Must be comfortable working in a fast-paced & customer intensive environment.
- Competence in computer skills including use of MS office package, and other technical equipment.
- Ability to communicate clearly both written and oral.
- Ability to work effectively in a team setting and independently.
- Able to accept direction of senior leadership.
- Must demonstrate a positive, hands-on managerial style.
- Knowledge of commercial cleaning protocols.
- Bi-lingual Spanish/English preferred.

### **Physical requirements**

- Must be able to maneuver in all RTM areas, up and down stairs and reach above shoulder.
- Able to push, pull and carry up to 75 pounds.
- Must be able to work in temperatures in excess of 115 degrees and in cold temperatures as low as 40 degrees.
- Available to work any shift, holidays and weekends.
- Able to stand for extended periods.
- Able to tolerate a loud and noisy environment.

Primary location: Reading Terminal Market  
Work location: 1136 Arch Street, Unit # 400, Philadelphia, PA, 19107  
Organization: Reading Terminal Market Corporation a 501 ( c ) non-profit

READING TERMINAL MARKET IS ONE OF PHILADELPHIA'S MOST DYNAMIC AND DIVERSE PUBLIC SPACES. THE MARKET IS HOME TO OVER 75 SMALL FAMILY- OWNED BUSINESSES AND HAS BECOME PHILADELPHIA'S MOST VISITED SITE, ATTRACTING BOTH LOCALS AND TOURISTS; ATTRACTING OVER 5 MILLION VISITORS IN 2022. THE MARKET REMAINS A PRIMARY GROCERY SHOPPING DESTINATION FOR THOUSANDS OF CUSTOMERS AND IS BELIEVED TO BE THE LARGEST SINGLE REDEMPTION SITE OF EBT/SNAP BENEFITS IN THE COMMONWEALTH OF PA.