



Job Code: 8040
Grade: 24
HCWR: Exempt

Job Title
Director, Hospitality Services

Department
Administration

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under the direction of the Chief Operating Officer (COO) of Hospital Based Services, the Director of Hospitality Services is generally responsible for oversight, management and quality improvement in the areas of: dietary and nutrition, environmental services, patient transportation, CCHHS parking facilities and admitting and bed control.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary



Typical Duties

- Oversees work of CCHHS supervisors, managers and contractors in the areas of dietary/nutrition, environmental, patient transportation, CCHHS parking facilities and admitting and bed control services provided in all CCHHS facilities and ensures that such contractors are fully completing contract performance and meeting the contract's key performance indicators
- Develops and manages key performance indicators for all contracts and contract services
- Promotes a customer service mindset at all times to both internal and external customers
- Ensures patient satisfaction and good public relations through the safe and efficient use of resources
- Oversees and manages the day to day operation of all hospitality and access service operations
- Provides guidance regarding the receipt and fulfillment of requests to transport patients, medical escorts and/or supplies to various departments across all CCHHS facilities and ensures that such services meet the performance standards set by CCHHS
- Leads and motivates hospitality and access services management staff to achieve operating efficiencies in quality of service, patient satisfaction, and financial performance
- Stays current on all food safety and sanitation codes, ensures that all government regulations are adhered to and participates in government audits
- Defines strategic goals for future organizational performance, decides on the tasks and use of resources needed to attain them and influences and motivates employees to achieve organizational goals
- Recommends new policies, procedures, programs and services for continual improvement
- Stays current on industry standards and introduces innovative programs to improve performance and customer satisfaction
- Assists in financial success through cost containment and maximization; reviews financial trends and guidelines and makes recommendations based on information/data
- Develops operational standards and inspects locations for compliance and adherence to policies and procedures
- Works closely with materials management to efficiently procure necessary supplies and services
- Works with labor relations and labor partners to ensure staff satisfaction and engagement
- Confers with and accompanies regulatory agency surveyors during inspections, when necessary
- Assists with the creation of the annual budgets (capital and operating) for hospitality related services
- Ensures compliance with the regulations of The Joint Commission and any other regulatory agencies
- Oversees the management of purchased service contracts that are included in the budgets (e.g. pest and rodent control, window washing, cleaning services etc.) to ensure quality control, accountability and delivery of the services as outlined such contracts
- Reviews recommendation from CCHHS contractors regarding the development of a comprehensive recycling program to incorporate recycling and green initiatives as part of CCHHS's environmental services programs
- Assists students, faculty, staff, patients and visitors in maintaining compliance with parking



Typical Duties

- rules and regulations
- Organizes the provision of training to enhance the development of the CCHHS employees
- Participates in labor disputes and union negotiations as requested by CCHHS Human Resources and Labor Relations
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Creates an environment that values and seeks excellence
- Performs other duties as assigned

Reporting Relationship

The Director of Hospitality Services reports to the Chief Operating Officer, Hospital Based Services.

Minimum Qualifications

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of work experience in a health care or hospital environment with responsibility for one or more of the following: dietary and nutrition, environmental services, patient transportation, parking facilities or bed control; or
- Three (3) years of work experience in a health care or hospital environment with responsibility for one or more of the following: dietary and nutrition, environmental services, patient transportation, parking facilities or bed control and one (1) year of supervisory / management experience

Preferred Qualifications

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Previous public healthcare system experience

Knowledge, Skills, Abilities and Other Characteristics

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization



Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Knowledge and experience with hospital accreditation and regulatory requirements
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare materials and to correspond with CCHHS personnel and the general public
- Process driven and able to develop leaders into a cohesive team working together to improve the programs within CCHHS facilities
- Knowledge of basic financial, budgetary and accounting practices
- Experience in budgeting and cost management
- Knowledge of food sanitation standards

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.