



alumni

SAA SIERRA
PROGRAMS

STANFORD SIERRA CAMP & CONFERENCE CENTER
POSITION ANNOUNCEMENT

Head of Housekeeping Operations (HOHO)

8 Month Position: Mid March – Mid November

Anticipated Start Date: April 1, 2026

Stanford Sierra Camp is a full-service conference center / alumni family camp located near the entrance of Desolation Wilderness at Fallen Leaf Lake in South Lake Tahoe, CA. Stanford Sierra Camp is owned and operated by the Stanford Alumni Association. The property can house up to 300 guests and 95 staff, and offers a full range of recreational activities, meeting facilities, and food services. General information on the Stanford Alumni Association - Sierra Programs is available at www.stanfordsierra.org or www.stanfordsierra.com.

POSITION SUMMARY: Manages all housekeeping operations at Stanford Sierra Camp. Supervises daily housekeeping activities and serves as lead employee for seasonal staff assigned housekeeping duties. Coordinates full Camp changeovers during the spring and fall seasons. In the summer season, the HOHO coordinates and supervises weekly cleaning and changeover of all cabins and lodge rooms. This role reports to the conference staff director and directly supervises the head of housekeeping assistant.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for housekeeping operations at Stanford Sierra Camp, establishing and maintaining high standard of cleanliness for the guest rooms and common areas of the facility; maintains and supervises appearance and cleanliness of main lodge, grounds and other areas occupied and used by guests
- Assists with coordinating and performing a variety of housekeeping and related tasks for spring-opening, summer transition, and fall-closing duties
- Trains seasonal employees to do housekeeping and main lodge maintenance duties safely and effectively; provides leadership, direction and guidance to seasonal housekeeping staff, referring to and working with conference staff director if circumstances require formal supervisory action; Responsible for motivating seasonal staff on an on-going basis
- Coordinates and performs housekeeping activities including cabin and lodge room cleaning and changeovers, often under tight deadlines and considerable pressure
- Responsible for ensuring safe storage and use of cleaning equipment and materials; maintains inventory of linen, terry, and cleaning supplies and materials; orders and stocks items as needed
- Effectively interacts with guests and employees on an on-going basis; expeditiously responds to emergency or urgent customer needs, which may be after normal operating hours
- Responsible for overseeing and managing the department's labor through UKG, our electronic timekeeping system. This includes reviewing and approving timesheets, approving time-off requests, creating and maintaining work schedules, and addressing any discrepancies in time records such as missing punches. This involves approving punch change requests, following up with housekeeping assistant on outstanding items, and ensuring the timely and accurate submission of all timesheets every pay period. Additionally, the role ensures compliance with company policies and wage and hour regulations.
- Serves as a member of the on-site management team to help ensure adherence to Camp policies, acting as needed to encourage and enforce compliance, referring to responsible supervisor as needed
- Performs miscellaneous cabin repairs and maintenance projects related to cabin interior housekeeping, including annual checks of smoke detectors and fire extinguishers
- Collaborates with Front Office Assistant Manager to assign guest housing based on occupancy
- Responsible for monitoring and collecting all staff guest requests and assigns housing based on availability
- Assists with seasonal housing agreement process by inspecting staff cabins at end of each season using internal checklists; communicates to front office and DOPO if damage exists
- Helps coordinate and supervise special projects
- Organizes and participates in the collection of trash and recycling around Camp
- Participates in the Office on Duty (OOD) program
- Demonstrated experience engaging and motivating groups of diverse individuals
- Responsible for cleaning off-site office space (Town office) on a quarterly basis
- Performs other duties as assigned

QUALIFICATIONS: Experience in resort accommodation cleaning, supervising, and miscellaneous repairs preferable. Experience must demonstrate the ability to function as lead employee overseeing a staff of 50+. Must have the ability to prioritize evolving problems and tasks, sometimes under pressure situations, and have effective communication skills. Essential skills include attention to detail, good organizational abilities and experience with effective delegation of projects. Must work cooperatively with other managers and staff to provide excellent customer service; exhibit positive attitude, tact, sensitivity and sound judgment to deal effectively with a diversity of staff, customer groups, vendors and contractors. Basic knowledge of Microsoft Word, Excel, and FileMaker Pro.

PHYSICAL DEMANDS: Ability to frequently lift, carry and move up to 50 lbs. of supplies, equipment, and materials. Ability to do a significant amount of walking and crouching (to stock linen & check under beds, etc).

COMPENSATION PACKAGE: This is a non-exempt (hourly) role with a comprehensive benefits package, including paid time off (vacation, sick, and holiday), a 10% employer contribution to a 401(k) following a one-year eligibility period, and 100% employer-paid medical, dental, vision, life insurance, and long-term disability for the employee. Spouse/dependent coverage is available at the employer's expense. During the off season mid March – mid November, health insurance benefits are still carried and paid for by the employer with the contingency you will be returning next year. Meals and lodging are provided on-site. Additional benefits include a flexible spending account, an annual personal development allowance, professional training, and free mental-health therapy sessions. This position is eligible for an annual bonus contingent upon the organization achieving its financial goals for the fiscal year.

PAY RANGE: \$22 - \$24 per hour | Plus free meals and lodging

APPLICATION PROCESS: Please complete our online application and upload a resume. Cover letter is optional.
<https://stanfordsierra.com/employment-opportunities/career-opportunities/>



APPLY IMMEDIATELY: **Posting date:** February 3, 2026 **Deadline:** February 16, 2026 or until filled

BACKGROUND CHECKS: If a conditional offer of employment is extended and accepted by the applicant, successful completion of a live scan and a background check is a required condition of employment.

The **STANFORD ALUMNI ASSOCIATION-SIERRA PROGRAMS** is a Limited Liability Company (LLC) associated with Stanford University and consists of the Stanford Sierra Camp and Conference Center at Fallen Leaf Lake. The LLC works with the Alumni Association division of Stanford University to provide a variety of services for alumni and for the wider Stanford community.

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