

Job Title: Manager/Senior Manager

Reports to: Director – Administration and Service Excellence

Location: Ashoka University Campus, Sonapat, Haryana

Experience (in years): Graduate in Hotel Management with a minimum of 10 years of experience

Nature of work: This is a full-time role, 5 days a week, on-site and on campus

About Ashoka University:

10 years ago, we embarked on a journey to establish a world-class, multi-disciplinary, liberal arts and sciences university in India. Built on the finest global best practices of institution and university governance, Ashoka has truly transformed Indian higher education in India with its unique pedagogy, governance and best practices.

Ashoka is today India's #1 liberal arts and sciences university that is home to the most diverse student body, a hub for impactful research and a magnet for best-in-class faculty and staff.

Ashoka has been ranked in the top five among private Universities in India by QS Asia and has also secured top rank among all Indian Universities in the 'International Faculty' indicator. The University was earlier awarded Diamond rating by QS I. GAUGE as a recognition of its continuous focus on academic rigor, inter-disciplinary pedagogy, world-class faculty, academic research, innovative modules of engagement with the community and teaching methods.

For further information, visit www.ashoka.edu.in.

We aim to co-create a nurturing space for our students, faculty, staff, donors and community positively through universal values:

- **Being mission-driven and authentic**
- **Thinking strategically and creatively**
- **Collaborating with trust and respect**
- **Being accountable and driving for results**
- **Focused on service excellence**

Role and Responsibilities:

- Ensure the service delivery of housekeeping, pest control, laundry, feminine hygiene, Campus events and front desk operations with the highest efficiency
- Monitor the daily operations of the housekeeping department, including the cleanliness of classrooms, residence halls, campus & off-campus housing, washrooms, pantry & public areas.
- Managing Front Office and various activities that are channeled through front desk like stationary distribution, Printing of stationary material, Lost & found, courier services, Order of Newspaper & magazines, renting of material as and when required, billing and issuance of mobile connections, student lockers, ID cards & snacks vending machines
- Documentation & SOP manual to be updated at all points in time
- 100% adherence to statutory compliances by the vendors and timely submission of documents to the compliance team.
- Manage worker welfare-related concerns
- Prepare and monitor the departmental budget, maintaining OPEX and CAPEX for Housekeeping, Pest Control, Laundry, Washroom Hygiene, front desk services.
- To ensure that the approved manpower is reporting at the site and is billed accordingly by the vendor
- Monitor supplies and inventory to ensure adequate stock of cleaning agents, consumables and pantry supplies
- Keeping a track of service requests and ensuring satisfactory closures
- Adherence to procurement process (raising indents, approvals, gate entry and quality check)
- Waste Paper recycling management
- Maintaining records and proper garbage disposal and waste management to be followed

Eligibility:

- Excellent communication skills, both verbal and written, with attention to detail.
- Should be a patient listener, approachable, and should have empathy to understand the problem & resolve it.
- Ability to prioritize tasks and meet deadlines.
- Team player with the ability to work, coordinate, cooperate and collaborate
- Professional, organized, and courteous conduct (both with internal and external stakeholders)
- Willing to work on the weekends and holidays
- Flexible to last-minute changes in the assignment and given tasks/ additional responsibility due to operational requirements

Application Submission Process

Please submit an updated CV at [connect.hr@ashoka.edu.in/](mailto:connect.hr@ashoka.edu.in), with the subject line – <Job Name+Department Name _Applicant Name>.

Kindly ensure that the application includes the last compensation received, expected salary, and notice period.

Only shortlisted candidates will be contacted.

Ashoka is an equal opportunities employer. Remuneration will be competitive with Indian non-profit pay scales and will depend upon the candidate's experience levels and the overall organization's salary structure.