

# Work Processes Schedule

## HOUSEHOLD MANAGER (PRIVATE RESIDENTIAL MGMT)

RAPIDS: 1061N

O\*NET/SOC: 37-1011.00

REVISION DATE: 03/2015

Supervises and coordinates activities of household employees. Assigns duties such as cooking and serving meals, cleaning, washing, and ironing, adjusting work activities to accommodate members. Orders foodstuffs and cleaning supplies. Keeps records of expenditures.

### Applicable Ratings/MOS

USMC MOS 3372

USCG FS

USN CS

### Related Instruction

Any trade related schools/courses totaling 288 hours.

### Additional Requirement

Must be E-5 and above; CS must hold NEC 3530 USCG FS assigned as Special Command Aide

Total Hours: **4000**

Skill	Description	Hours
A	<p><b>General Administration</b></p> <p>Demonstrate operational proficiency of basic office equipment. Demonstrate a basic understanding of proper accounting procedures by maintaining a household record of accounts receivable and accounts payable. Ensure proper accounting and receipt processes for all procured items are established. Establish household service standards, policies, and procedures in conjunction with the needs of the principal (employer). Investigate and resolve service discrepancies.</p>	750
B	<p><b>Technical Administration</b></p> <p>Customize a Household Managers Book for the residence; to include the identification and implementation of a Service Delivery System that satisfies The needs and service expectations of the principal. Properly zone the residence; develop cleaning and maintenance task sheets that address the various components of the residence with specific instructions concerning cleaning procedures and a frequency chart. Prepare and submit reports/ records that reflect the duties and expectations of all identified household service standards, to include: administrative reporting, cleaning bills, maintenance schedules, daily food requirements, entertaining, clothing care, property and grounds keeping, transportation/ travel needs, security and specific family needs.</p>	750
C	<p><b>Operations</b></p> <p>Supervise and coordinate activities of household employees in a private residence. Prepare employee work schedules in conjunction with the movements and daily schedule of the principal and scheduled maintenance and contractor activities. Establish an understanding of the principals daily uniform requirements. Ensure daily maintenance is performed on the principals uniforms/ clothing. Maintain cleanliness of the residence by ensuring household personnel follow the instructions provided on the zoning task sheets. Supervise kitchen organization by developing planned menus, procuring food items, and</p>	750

	<p>preparing meals in accordance with the specific dietary needs and desire of the principal. Plan and execute the entertainment requirements of the principal, coordinate social events and functions to include the supervision of wine selection and storage. Prepare food and entertainment budgets. Maintain budget allowances. Practice good customer-service relations by addressing internal and external customer needs. Maintain frequency files on service contractors performing maintenance within the residence.</p>	
<b>D</b>	<p><b>Logistics and Financial Support</b></p> <p>Prepare and submit an annual household operating budget, to include: estimated household repair costs and vendor support. Estimate food and beverage costs. Maintain accurate inventory of household furnishings and equipage. Order supplies and materials. Coordinate with the principal on purchasing/ acquiring household furnishings, kitchen equipment, accoutrements, decorations, and seasonal decorations. Follow household policies and procedures.</p>	750
<b>E</b>	<p><b>Personnel Support</b></p> <p>Demonstrate effective Human Resource skills by providing information to individuals on matters concerning career opportunities, incentives, military rights and regulations, benefits, and advantages of a sustained military career as an Enlisted Aide. Use sound principles of customer relations. Assist personnel in submitting applicable administrative documentation for the use of continuing education, related certification programs and other beneficial professional development course work. Conduct counseling sessions, prepare evaluations and assist the principal during the selection/ interview process for prospective new hires. Counsel personnel on civilian equivalent occupations and opportunities as they are related to this rating.</p>	300
<b>F</b>	<p><b>Advance Culinary Knowledge</b></p> <p>Display proficient skills as a culinarian with a firm grasp of advanced culinary knowledge and technique. Demonstrate effective communication skills and an understanding of culinary terminology. Develop healthy, nutritious menus according to the principals palate, individual diet and entertaining style. Demonstrate adequate knowledge of food and wine pairing.</p>	300
<b>G</b>	<p><b>Security</b></p> <p>Understand and practice established security procedures, to include telephonic threat and package delivery security. Demonstrate proper opening and closing security procedures. Ensure the security of the principal, family and guests by providing confidentiality concerning private conversations, family matters, daily schedules, travel schedules and itineraries. Maintain an accurate record of all telephone calls. Maintain a record of all guest and vendor arrival/ departure activity.</p>	200
<b>H</b>	<p><b>Sanitation and Safety</b></p> <p>Perform unique sanitation and safety requirements applicable to this trade. Ensure that all local, state, and federal standards are followed. Ensure all household personnel and workspaces conform to prescribed sanitation and safety procedures. Maintain Material Safety Data Sheets (MSDS) on all household chemical agents and store items</p>	200

accordingly. Perform routine inspections of residence, to include the surrounding exterior environment. Report and/ or correct all safety discrepancies to the proper housing authority.

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