

**GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION**

REST AREA ATTENDANT/LANDSCAPER – JOB # NJ915

DEPARTMENT: Janitorial Services Division (JSD)

EMPLOYMENT STATUS: Full Time, Part Time and On-Call/Non-Exempt/Hourly

REGULAR WORK SCHEDULE: Contract hours of operation: 24 hour, 7 days a week Assigned Shifts: 7:30 a.m. – 4:00 p.m., 3:30 p.m. – 12:00 a.m., 11:30 p.m. – 8:00 a.m. Landscapers work 8 hours per day, 5 days per week, as assigned. Attendants work a regular schedule, as assigned. May work any schedule or at any contract location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for completing the janitorial and landscaping duties at the Rest Area contract site, ensuring that specific contract requirements are completed.

SUPERVISION RECEIVED: Close: Supervised by Rest Area Supervisor on day-to-day activities.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for completing the assigned janitorial/landscaping functions of the Rest Area contract.
 - a. Ensuring compliance with all contract specifications.
 - b. Ensuring that the Contract site Manager is pleased with the work being performed and that any special work requests are met with their approval.
2. Responsible for working as a member of the team in the JSD department at the assigned location.
 - a. Attending Rest Area staff meetings to review program operations, new policies, procedures and paperwork, Participant issues, facility issues and other location/program concerns.
 - b. Working with the Rest Area Supervisor to create solutions for identified problems and to implement solutions within the facility.
 - c. Working diligently in the community to advertise GWIK and to create a positive image for all GWIK service programs in coordination with Workforce Development and/or VP of Commercial Services.
 - d. Providing a good role model by following organizational policies and procedures.
3. Responsible for attending all required In-Service meetings and Community involvement activities as requested.
4. Responsible for working to achieve program goals and objectives in accordance with grant and/or contract requirements.
5. Tracking departmental/facility goals and objectives of programs and their degree of attainment.
 - a. Working with local and state contractors to instill confidence and assurance in using GWIK as an employment service.
6. Responsible for completing all reports, and other requested information in a timely manner as required by GWIK policy.
7. Responsible for maintaining a healthy and safe work site.
 - a. Reporting immediately any accidents or Worker's Compensation injuries to the Rest Area Supervisor and to Safety Coordinator and completing the proper paperwork.
 - b. Ensuring that fire exits and shelter locations are understood by all staff and clearly identified for all visitors.
 - c. Responsible for informing the Rest Area Supervisor of any maintenance repair or service required immediately upon discovery of problem.
 - d. Utilizing protective equipment, as needed when performing job (i.e., gloves, back braces, face shields, etc.).
 - e. Ensuring that all hazardous materials/chemicals at the site are used properly and that disposal of all hazardous materials is conducted as per proper procedures.
 - f.
 - g. Maintaining all required safety and first aid supplies; contacting the Rest Area Supervisor to order replacements, as needed
 - h. Ensuring that each Rest Area site is in compliance with GWIK, CARF, DOL, OSHA and TOSHA safety, housekeeping and hazmat procedures.
8. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
9. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Participant Handbook.
10. Responsible for arriving when scheduled, and being dressed neatly and appropriately and meeting job requirements.
11. Responsible for informing the Rest Area Supervisor, in a timely manner, when unable to report to work at scheduled time, and/or if some extended time off is needed.
12. Responsible for maintaining supplies and janitorial equipment according to TOSHA standards and reporting any damage of said equipment to the Rest Area Supervisor.
13. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.

14. Responsible for working under the direct supervision of the Rest Area Supervisor to accomplish all the department's essential duties and responsibilities, including all other duties as assigned.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-50	Contract Customer Service: Ensures that work is completed as per contract specifications; Good listening skills and remains calm when confronted with problems. Maintains a positive demeanor at all times. Open to new ideas or changes.
0-25	Inventory and care of GWIK Equipment/Vehicles: Ensuring all equipment is maintained in working order and that the cleanliness standards are adhered to. Ensuring all malfunctions or defects are reported immediately.
0-15	Miscellaneous Reports - Completes all paperwork and other assignments as required by this job description and the Rest Area Supervisor in a timely manner and without errors as per GWIK
0-10	Initiative: Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the Organization's reputation. Willingness to work whenever needed. Takes initiative to build employee/customer loyalty.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prior experience in a janitorial/landscaping work setting using applicable equipment is preferred. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS: None

LANGUAGE SKILLS REQUIRED: Level 2

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other staff members.

MATHEMATICAL SKILLS REQUIRED: Level 1

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

REASONING ABILITY REQUIRED: Level 2

Ability to apply common sense understanding to carry out detailed but uninvolved written and/or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS: This is a MEDIUM job (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs. of force constantly to move objects.)

AMOUNT OF TIME IN JOB

	None	Occasionally	Frequently	Constantly
Standing	___	___	___	<u> X </u>
Walking	___	___	___	<u> X </u>
Sitting	___	<u> X </u>	___	___
Using hands to feel or handle	___	___	___	<u> X </u>
Reaching with hands and arms	___	___	___	<u> X </u>
Climbing or balancing	___	___	<u> X </u>	___
Stooping, kneeling, crouching, or crawling	___	___	___	<u> X </u>
Twisting, bending, and turning	___	___	___	<u> X </u>

VISUAL REQUIREMENTS: Must have good close vision, have good peripheral vision, and no depth perception problems.

ENVIRONMENTAL CONDITIONS: Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate

OTHER SPECIAL REQUIREMENTS: Must have reliable transportation

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff

member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Revised 11/17; Reviewed 12/16; Revised 11/15; Reviewed 12/14; Reviewed 12/13; Reviewed 12/12; Reviewed 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Revised 12/07