

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

CUSTODIAN/LANDSCAPER – JOB # NJ918

DEPARTMENT: Janitorial Services Division (JSD)

EMPLOYMENT STATUS: Full Time / Non-Exempt/Hourly

REGULAR WORK SCHEDULE: Monday through Friday between the hours of 7:00 am – 5:00 pm
Days and hours may vary – due to mowing needs.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for completing the janitorial and landscaping duties at contract locations and property maintained by GWIK, ensuring that specific contract requirements are completed. In the event of inclement weather or during off season, duties may include conducting basic preventive maintenance & facility inspections.

SUPERVISION RECEIVED: Minimal: Expected to obtain work orders and complete work as assigned at the designated location.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for completing the assigned janitorial/landscaping functions assigned to maintain contracts locations and GWIK leased or owned properties.
 - a. Ensuring compliance with all property specifications.
2. Responsible for working as a member of the team in the JSD department at the assigned location.
 - a. Attending staff meetings to review program operations, new policies, procedures and paperwork, and other location/program concerns.
 - b. Working with the Supervisor to create solutions for identified problems and to implement solutions within the contract specified areas.
 - c. Providing a good role model by following organizational policies and procedures.
3. Responsible for attending all required In-Service meetings activities as requested by the Supervisor.
4. Responsible for completing all reports, and other requested information in a timely manner as required by GWIK policy.
5. Responsible for maintaining a healthy and safe work site.
 - a. Reporting immediately any accidents or Worker’s Compensation injuries to the JSD Supervisor and to the Safety Director and completing the proper paperwork.
 - b. Ensuring that fire procedures and shelter locations are understood and all safety standards outlined in the landscaper & mowing safety manual are being followed. Ensuring that each job site is in compliance with GWIK, CARF, DOL, OSHA and TOSHA safety, housekeeping and hazmat procedures.
6. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
7. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Client Handbook.
8. Responsible for maintaining satisfactory attendance and punctuality for themselves based on GWIK policies and procedures.
9. Responsible for working under the direct supervision of the JSD Supervisor to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by the VP of Commercial Services.

CUSTODIAN/LANDSCAPER ESSENTIAL DUTIES AND RESPONSIBILITIES:

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-50	Contract Customer Service--Ensures that work is completed as per contract specifications; Providing excellent customer service to all visitors creating a positive image for the JSD Department and GWIK. 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 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 JSD Supervisor. in a timely manner and without errors as per GWIK and CARF requirements.
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: Valid TN driver license

MINIMUM EXPERIENCE REQUIREMENT: 6 months related experience and/or training.

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 to and from work.

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.