

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

JSD SUPERVISOR – JOB # NJ950

DEPARTMENT: Janitorial Services Division (JSD)

EMPLOYMENT STATUS: Full Time/Hourly/Non-Exempt

REGULAR WORK SCHEDULE: Schedule will vary between contract hours of operation, 24 hour, 7 days a week; May work any schedule or at any contract location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for managing and directing the day to day operations of janitorial contracts, including scheduling and supervision of the Skill Trainers, Floor Care Technician, Custodians, and Housekeepers, in the completion of their janitorial contract work. Also oversees the inventory control, orders supplies, conducts maintenance on equipment, and ensures specific contract requirements are completed. Contacts On-Call personnel or works scheduled shifts to fill-in for employees during scheduled/unscheduled absences.

SUPERVISION RECEIVED: Minimal: Supervised by Commercial Services Coordinator on day-to-day activities.

SUPERVISION EXERCISED: Serves as supervisor for all Skill Trainers and associated Participant/staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overseeing the functions of local contracts/programs under their responsibility.
 - a. Ensuring the staff at each contract site are complying with all contract specifications, including attending on time as scheduled, signing the sign-in sheets, reporting problems/concerns in a timely fashion, and completing all tasks as outlined in the contract.
 - b. Ensuring that the contract-site representatives are pleased with the work being performed and that any special work requests are met with their approval.
 - c. Scheduling all special projects for the Floor Care Technician and ensuring quality/timeliness is achieved on all projects.
2. Responsible for working as a member of the team in the JSD department at the assigned location.
 - a. Attending JSD staff meetings to review program operations, new policies, procedures and paperwork, Participant issues, facility issues, store issues, and other location/program concerns.
 - b. Working with the Commercial Services Coordinator and/or VP of Commercial Services to create solutions for identified problems and to implement solutions within the facility and on contract sites.
3. Providing a good role model by following organizational policies and procedures.
4. Responsible for attending all required In-Service meetings and Community involvement activities as requested.
5. Responsible for working to achieve goals and objectives in accordance with contract requirements.
 - 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. This information includes, but is not limited to; incident reports, accident reports, Quality Control forms, performance evaluations, and employee timecards. Responsible for verifying & submitting timecards to finance.
7. Responsible for filing state and Goodwill inspection forms within 10 days of receipt.
8. May utilize a GWIK provided vehicle for business use.
 - a. Maintaining the Vehicle Maintenance Book that indicates mileage, maintenance, insurance information, and Transportation Manual.
 - b. Operating vehicle in a safe manner in accordance with all GWIK policies and procedures outlined in the Transportation Manual and presented in the GWIK Vehicle Driving Training.
9. Responsible for the health and safety of JSD staff and Participants assigned to the contract sites.
 - a. Reporting immediately any accidents or Worker's Compensation injuries to Commercial Services Coordinator, VP of Commercial Services and/or Director of Safety and completing the proper paperwork.
 - b. Conducting Safety Inspections and ensuring compliance with CARF, DOL, OSHA and TOSHA guidelines with recommendations from outside sources such as the local Fire Marshall.
10. Responsible for training/supervising Participants assigned at the contract sites.
 - a. Ensuring that Participants are working on assigned programs and goals.
 - b. Maintaining a safe and healthy work environment for all the Participants.
 - c. Following up with Participant's absences to verify reasons and to lessen prolonged absences or lack of contact with the Participants.
 - d. Maintaining confidentiality of Participant's case file information and their participation in all GWIK programs.
 - e. Addressing Participant concerns or issues in a timely and productive manner.
 - f. Responsible for reporting any success or problems that Participants are having in their training to the appropriate Workforce Development Specialist.
 - g. Responsible for making recommendations to the appropriate Workforce Development Specialist regarding the completion of a Participant's training program and make recommendations regarding their competitive placement in the janitorial field.
 - j. Providing redirection to Participants, as needed, to ensure progress is made on their goals and objectives.

11. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
12. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Participant Handbook.
13. Responsible for maintaining satisfactory attendance and punctuality for themselves and their staff based on GWIK policies and procedures.
14. Responsible for participating in at least two (2) GWIK Community events each year and providing additional support to the Marketing staff/department, as needed, to promote GWIK and Participant success.
15. Responsible for working under the direct supervision of the Commercial Services Coordinator to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the VP of Commercial Services.
16. Responsible for ensuring that departmental record keeping is in compliance with GWIK and CARF policies and procedures.

**ANNUAL PERFORMANCE STANDARDS:
POINTS RANGE STANDARD**

0-35	Contract Customer Service--Ensure that work is completed as per specifications; Accomplishment of contract obligations. Providing excellent customer service to all customers creating a positive image for the JSD Department and GWIK. Good listening skills and remains calm when confronted with problems.
0-30	Supervision of Staff/Clients--Effectively managing and training staff and holding each accountable for their assigned job duties. Willingness to make decisions and to take responsibility. Always taking steps to improve the Organization's reputation. Willingness to work whenever needed. Willingness to participate at GWIK Special Events. Fostering teamwork on the job. Quality and degree of success of the training program offered to Participants assigned to the JSD Training program.
0-15	Promoting Teamwork/Leadership--Supports the Commercial Services Coordinator and Goodwill policies with all staff. Provides leadership throughout the entire organization. Fosters teamwork, goodwill and motivation with all staff, extended employees and Participants. Maintains a positive demeanor at all times. Open to new ideas or changes.
0-10	Inventory and care of Contract/GWIK Equipment/Vehicles /Miscellaneous Reports--Ensuring all equipment is maintained in working order and that cleanliness standards are adhered to. Ensuring all malfunctions or defects are reported immediately. Completes all paperwork and other assignments as required by this job description and the Commercial Services Coordinator in a timely manner and without errors as per GWIK and CARF requirements.
0-10	Communication--Maintains communication with the customer to ensure satisfaction with the work, with the Workforce Development Staff if there is a problem or concern with a Participant, and with the Coordinator of Commercial Services to report status of work, problems, or other required information.

REQUIRED TECHNICAL SKILLS/ABILITIES: Must have prior experience in a janitorial work setting using applicable equipment, and experience driving commercial vehicles and forklifts. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: Must have a valid driver's license and be insurable under the Goodwill Liability Insurance plan. May be certified to operate a forklift or ability to pass the certification program.

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: Case files of Participants assigned to JSD. High access to confidential information.

HANDLE ORGANIZATIONAL FUNDS: Access to company gasoline charge card and minimal cash/charge purchases.

LANGUAGE SKILLS REQUIRED: Level 3
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or staff members.

MATHEMATICAL SKILLS REQUIRED: Level 3
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY REQUIRED: Level 3
Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several 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