

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

Janitorial Services Division (JSD) Skill Trainer – JOB # NJ930

DEPARTMENT: Janitorial Services Division (JSD)

EMPLOYMENT STATUS: Full Time and Part Time/Non-Exempt/Regular

REGULAR WORK SCHEDULE: Schedule will vary between contract hours of operation, currently ranging from 8:00 a.m. to Midnight; Monday – Friday; May work any schedule or at any contract location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for supervising the day to day janitorial services completed according to contracts procured and for providing feedback to the appropriate department supervisor on the employee's progress. Conducts janitorial maintenance on all Goodwill Industries-Knoxville, Inc. (GWIK) facilities, as needed.

SUPERVISION RECEIVED: Close: Supervised by the JSD Supervisor and/or Commercial Services Coordinator.

SUPERVISION EXERCISED: Supervises all Participants assigned to work on JSD contracts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for assisting with overseeing the functions of the JSD contracts/programs under their responsibility.
 - a. Tracking goals and objectives of the program and the degree of attainment.
 - b. Ensuring the staff at each contract site are complying with all contract specifications.
 - c. 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 training/supervising Participants assigned at designated contract sites.
 - a. Ensuring 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 Participant.
 - d. Maintaining confidentiality of Participant's case file information and their participation in all GWIK programs.
 - e. Maintaining records of Participant productivity in relation to Goodwill standards and Department of Labor policies and procedures. This includes, but is not limited to, on/off task analysis, piece rate production, and all applicable wage reviews (time studies).
 - f. Ensuring that the Participant is working toward competitive employment in relation to the vocational goals listed on the IEP, referral plan, IPE, or other such documents.
 - g. Maintaining attendance records on all Participants in the program for billing and reporting purposes.
 - h. Addressing Participant concerns or issues in a timely and productive manner.
 - i. Providing redirection to Participants, as needed, to ensure progress is made on their goals and objectives.
3. 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's issues, facility issues, store issues, and other location/program concerns.
 - b. Working with the JSD Supervisor and/or Commercial services Coordinator to create solutions for identified problems and to implement solutions within the facility.
 - c. Assisting the Operations, Sales and production-related departments, as needed, in the completion of contract work, delivery of contract goods, and supervision of Participants at off-site locations.
 - d. Working diligently in the community to advertise GWIK and to create a positive image for all GWIK service programs in coordination with Workforce Developments and the Marketing Coordinator.
 - e. 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.
 - a. Responsible for working to achieve program goals and objectives in accordance with grant and/or contract requirements.
 - b. Tracking weekly, monthly and quarterly goals and goal accomplishments.
 - c. Working with local and state contractors to ensure that GWIK receives bids for contract work to meet the training needs for GWIK Participants.
 - d. Working with employers to instill confidence and assurance in using GWIK as an employment service.
5. Responsible for completing all reports, billings, and other requested information in a timely manner as required by GWIK policy. This information includes, but is not limited to; monthly billings, weekly reports, monthly reports, and any other requested pertinent information.
6. May provide transportation for Participants, if necessary, to possible employment sites, other training sites, M-Team meeting, and other GWIK facilities.
 - 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.

7. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
8. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Participant's Handbook.
9. Responsible for maintaining satisfactory attendance and punctuality based on GWIK policies and procedures.
10. 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 Participants success.
11. Responsible for working under the direct supervision of the JSD Supervisor and/or Commercial Services Coordinator to accomplish all the department's essential duties and responsibilities, including all other duties as assigned.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE

STANDARD

0-40	Contract Customer Service - Ensure that work is completed as per specifications of contract. Receive at least satisfactory ratings on all quarterly satisfaction surveys. Reports all incidents occurring on contract premises to immediate supervisor within 24 hours, completes all paperwork specified by contract(s), timecards, and Participants/staff documentation as per GWIK and CARF requirements.
0-25	Supervision of Staff/Participants - Effectively managing and training staff/Participants and holding each accountable for their assigned job duties. Fostering teamwork on the job. Quality and degree of success of the training program offered to Participants assigned to the JSD Training program.
0-20	Safety Maintaining a clean and safe environment for staff, Participants, and customers. Minimizing accidents by ensuring a hazardous-free environment, maintaining a clean, organized and pleasant working environment for everyone in the facility.
0-15	Inventory and Care of JSD/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.

REQUIRED TECHNICAL SKILLS/ABILITIES: Must have prior experience in a janitorial work setting using equipment in janitorial work, 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. Must be able to successfully complete an initial Department of Motor Vehicle check and a State-conducted background check. 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: Not part of regular work duties.

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; Revised 11/11; Revised 11/10; Revised 11/09; Reviewed 3/09; Reviewed 12/08; Revised 12/07