

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

Housekeeper – JOB # NJ911

DEPARTMENT: Janitorial Services Division (JSD)

EMPLOYMENT STATUS: Part Time/Non-Exempt/Regular

REGULAR WORK SCHEDULE: Schedule will vary between contract hours of operation, currently ranging from 6:30 a.m. to 6:30 p.m., Monday – Sunday; May work any schedule, to include holidays, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for completing the day-to-day housekeeping/janitorial and food services at the specified facility according to the contract procured.

SUPERVISION RECEIVED: Moderate: Supervised by JSD Supervisor on day-to-day activities. Direction also provided by designated contract site managerial staff.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for completing janitorial services on contracts/programs under their responsibility.
 - a. Tracking goals and objectives of the program and the degree of attainment.
 - 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.
3. Responsible for working as a member of the team in the JSD department at the assigned location.
 - a. Attending JSD staff meetings, as requested, to review program operations, new policies, procedures and paperwork, Participant issues, facility issues, store issues, and other location/program concerns.
 - b. Working with the JSD Supervisor and/or the Commercial Services Coordinator to create solutions for identified problems and to implement solutions within the facility/contract site.
 - c. 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 program goals and objectives in accordance with grant and/or contract requirements. Working with employers to instill confidence and assurance in using GWIK as an employment service.
6. Responsible for completing all reports, billings, and other requested information in a timely manner as required by GWIK policy.
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 Handbook.
9. Responsible for maintaining satisfactory attendance and punctuality based on GWIK policies and procedures.
10. Responsible for working under the direct supervision of the JSD Supervisor and/or 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 and/or President & CEO.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE

STANDARD

POINTS RANGE	STANDARD
0-50	Completion of Work--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. Takes initiative to complete tasks without being asked. Willingness to work whenever or wherever needed.
0-20	Maintains Supplies and Equipment--Ensuring all equipment is maintained in working order and that cleanliness standards are adhered to. Ensuring all malfunctions or defects are reported immediately to JSD Supervisor. Ensures that supplies are used and stored properly.
0-15	Communications--Maintains communication with the JSD Supervisor to report status of work, problems or other relevant information. Fosters goodwill and motivation with all staff. Maintains a positive demeanor at all times. Open to new ideas or changes.
0-15	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.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prefer prior experience in a housekeeping/janitorial work setting using equipment in janitorial work.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS: Not part of regular work duties

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.

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