

**Community Work Services  
Job Description**

**Job Title:** Site Supervisor  
**Supervisor:** Supervisor of Commercial Services  
**Department:** Commercial Services  
**FLSA Class:** Full Time/ Non-exempt  
**Revised:** 5-15-17

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Instructs participants in the custodial training program, and prepares them for employment in the custodial services industry while ensuring all site standards are met. Provides coaching, training, and supervision at various job sites for job training and transitional employment programs. Builds and maintains positive customer relations at job sites, ensuring customer satisfaction and adherence to contract and scope of services. Performs other instructional and administrative duties as assigned.

**Essential Functions:**

**Evaluate, supervise, and train workers assigned to department.**

1. Assists in supervision of participants enrolled in custodial training program who provide cleaning and custodial services to agency.
2. Assigns and reviews training activities during participant assessment period in custodial training program to determine participant potential for progress into a competitive work environment including assessing skill level at entry into program.
3. Prepares accurate and timely verbal and written reports to Case Managers on participant training progress and hands on skills and work behaviors; participates in case conference as needed.
4. Maintains complete and accurate daily and weekly participant attendance and punctuality documentation through manual and computerized record keeping; inputs payroll and database information in a timely fashion.
5. Responsible for the safety of participant in training program; reports urgent participant issues to appropriate parties in a timely fashion.
6. Notifies supervisor of inventory needs for cleaning supplies and equipment for participant and agency use.
7. Maintains cleanliness of the training area and premises for employees and visitors.
8. Performs other duties as assigned by management or supervisor.

**Meet performance requirements of site contract and industry standards.**

1. Schedule and coordinate site staff and training.
2. Insure completion of work.
3. Maintain good customer relations
4. Maintain appropriate materials, safety equipment and trainee information at site.

**Provide supplemental site supervision and job coaching as needed**

1. Provide support group facilitation and supplemental job coaching as needed.
2. Provide employment support services as needed.
3. Other duties as assigned or contributed.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made for individuals with disabilities. The requirements listed below are representative of the knowledge, skill, and ability required. Must have the ability to work well independently and in a team setting and must be familiar with industry standards, including safety and OSHA.

**EDUCATION and or/ EXPERIENCE:**

High school Diploma or general education (GED) required plus two years of experience within related industry setting preferred. Valid Mass. Driver's license preferred. Must be able to read, write, and speak English. Bilingual preferred.

**PHYSICAL DEMANDS:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made for individuals with disabilities in order to perform the essential functions. While performing the duties of this job, an employee may be required to lift up to 50lbs. and is regularly required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls to talk and hear. Specific vision abilities required by this job include depth perception, peripheral vision and the ability to adjust vision to be able to bring objects into focus.

**WORK ENVIRONMENT:**

The work environment is representative of a workplace found in the community. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This environment may be noisy at times. The position may require travel to other sites in the community.