

## **POSITION DESCRIPTION**

Position: Janitor  
Program: Sage Street Village  
Reports to: Community Administrator  
Status: Non-exempt  
Date Revised: 8/2021

### **POSITION SUMMARY:**

The Janitor is responsible for assuring quality service in a safe, non-judgmental manner to all tenants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with tenants and team members, assessment of tenant's needs, supporting the safety and the integrity of all tenants, and performance of all work duties as required. Work is performed in a cost effective and service-oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Perform janitorial duties (sweeping, mopping, vacuuming, dusting, shampooing carpets, waxing floors, cleaning toilets, showers and windows) in the tenant public areas, bathrooms, hallways, dining area, and lobby as needed.
  - 2. Assist with the cleaning and preparing of units before tenants move in and out.
  - 3. Collect and inventory property of tenants who have left the facility.
  - 4. Assist with cleaning of outside areas, i.e. walkways, garbage areas, entrance, etc.
  - 5. May perform other duties as assigned.
  
- B. Responsible for assistance with tenant development.
  - 1. Support the Volunteers of America staff in implementing plans to assist the tenants as needed.
  - 2. Role model positive behavior.
  
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
  - 1. Document and report all tenant concerns and/or infractions that can impact the program security.
  - 2. Complete all shift logs, observation logs, and incident reports.
  - 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
  - 4. Secure approval for exceptions to standard policy.
  - 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  - 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  - 7. Communicate with on site staff, Community Administrator, Administrative Assistant and external county/state/city program representatives as required.
  - 8. Direct available resources as required.
  - 9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.

- D. Responsible for the assistance of training and development of new staff.
  - 1. Assist the Community Administrator in department orientation and training of new employees as requested to assure quality work outcomes.
  - 2. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for tenants and all personnel.
  
- E. Responsible for self-development
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

One year of prior cleaning experience required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to tenants without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to seniors, lower economic-status individuals, minorities, and persons with disabilities. Must have the willingness to function as a team member. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
 Oral and written communication skills  
 Ability to de-escalate crises and assist tenants and staff in emergencies  
 Organizational skills  
 Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 50 pounds  
 Physically able to safely maneuver weight distribution of a tenant in an emergency situation  
 Stand, walk, bend, stoop, and sit frequently  
 Kneel occasionally  
 Work in all weather conditions

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Community Administrator or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, tenants, and all levels of staff. The Janitor is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all tenants. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Janitor job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_