



OPERATIONS ASSISTANT (Housekeeping)

JOB DESCRIPTION

Department: Operations
FLSA Status: Full-time, hourly, non-exempt

POSITION SUMMARY:

Responsible for assisting the Operations Manager in the daily operations of the Center, upkeep of the general building equipment; general housekeeping of building, grounds and parking lot to ensure public preparedness, positive visitor experiences, and the highest quality of daily operations.

HOURS OF DUTY:

Tuesday through Saturday, 7:00 am until 3:30 pm. Off Sunday and Monday.

ESSENTIAL FUNCTIONS:

- Monitor the quality and preparedness of the public area and building operations throughout the day
- Opens the building i.e., deactivate alarm system, turn on lights and other opening processes as determined by Operations Manager
- Monitor all entrances/exits to ensure they are accessible, clear, and free of objects
- Prepare and maintain the Center to accommodate the visitors, programs, and each day's events
- Provide routine spot cleaning of both male and female restrooms as necessary due to visitor and staff use
- Provide routine spot cleaning of the Center and grounds
- Maintain cleaning supply inventory
- Assist in the performance or coordination of routine upkeep, and maintenance as required
- Assist in the set-up and tear-down for special rental and in-house events
- Performs general, routine custodial duties, to include dusting, mopping, vacuuming, cleaning restrooms, and restocking paper and soap supplies.
- Performs routine maintenance to custodial equipment and supplies.

- Empties trash receptacles, disposes trash into compactors and/or dumpsters, and bags trash for proper disposal.
- Unlocks doors, ensuring doors are locked after cleaning areas.
- Reports needs and concerns to appropriate staff, which may include submitting or recommending work orders and checking supply levels; for positions within on-campus residence halls, responsible for reporting concerns related to on-campus residents.
- Ensures proper care in the use and maintenance of equipment and supplies; promotes continuous improvement of workplace safety and environmental practices.
- Assists in on-the-job training of new staff on routine procedures.
- Performs cleaning functions specific to the assigned facilities and/or based on seasonal/project requirements.
- May provide vendors with access to areas for cleaning and may answer basic questions. May report issues with vendors to supervisor.
- May assist or perform snow removal activities and minor maintenance, such as replacing light bulbs, adjusting furniture, or other similar activities.

NON-ESSENTIAL FUNCTIONS:

- Other operational duties as assigned

EXPERIENCE/SKILLS:

- Ability to work with a variety of different people, to work well under time constraints in a fast-paced environment
- Basis knowledge and experience in housekeeping
- Ability to understand verbal instructions.
- Ability to understand and follow safety procedures.
- Ability to operate vacuums and other related equipment.
- Ability to safely use cleaning equipment and supplies.
- Ability to use hand and power tools applicable to trade.
- Ability to lift and manipulate heavy objects.
- Ability to read, understand, follow, and enforce safety procedures.
- Ability to understand written and verbal communications.

EDUCATION/TRAINING:

- Relevant work experience is a plus

MENTAL SKILLS/ABILITIES:

- *Reading* – Ability to read and understand written policies
- *Speaking* – Ability to be conversant in the principles and methods of effective speaking and discussion
- *Reasoning* - Ability to interpret a variety of instructions; to plan work and to learn and/or evaluate information in order to make judgements and decisions
- *Math* – Ability to add and subtract

WORK SITUATIONS:

- *Communication* - The ability to relate to people in situations involving more than giving and receiving instructions.
- *Measurable or Verifiable Criteria* - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data.
- *Performing Under Stress* - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting.
- *Sensory or Judgmental Criteria* - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations.
- *Set Limits, Tolerances, or Standards* - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job.
- *Repetitive, Continuous* – Adaptable to performing repetitive work, or to continuously perform the same work, according to set procedures, sequence or pace. The employee may perform work that is inherently of a repetitive nature

PHYSICAL DEMANDS:

- *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fingering* - Picking, pinching, or otherwise working with fingers.

- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
 - (a) Clarity of vision at 20 inches or less.
 - (b) Clarity of vision at 20 feet or more.
 - (c) The ability to judge distance and space relationships.
 - (d) The ability to identify and distinguish colors.

SUPERVISION/CONTACTS:

- Receives direct supervision from Operations Manager
- Daily contact with Center employees and management
- Daily contact with visitors and volunteers

ENVIRONMENT:

- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside.

TOOLS/EQUIPMENT USED:

- Pens, pencils, janitorial equipment, safety equipment
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I certify that I have reviewed and understand all the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Signature

Date