HOUSEKEEPING JOB DESCRIPTION

Job Title: **Housekeeping** Job Code:

FLSA Status: Non Exempt Start Date:

Reports to: Facility Director

YMCA MISSION: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA AREAS OF FOCUS: Youth Development, Healthy Living, Social Responsibility

YMCA CHARACTER DEVELOPMENT: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

POSITION SUMMARY:

The person selected for this position will be responsible for cleaning and sanitizing assigned areas, including such duties as mopping, dusting, and trash removal. May complete duties related to window washing, meeting set up, snow removal, grounds-keeping, and other related responsibilities. This person is responsible for continuous high-quality customer service, which includes, but is not limited to meeting internal and external customer needs, and for presenting a positive attitude toward the Y, its staff, and its programs.

****ESSENTIAL FUNCTIONS:**

1. Ensures Y is attractive and clean by completing all duties listed on the daily schedule and maintains upkeep of assigned areas and equipment. May perform wet and dust mopping, dusting, trash removal, recycling, window washing, painting, vacuuming, seasonal activities dealing with landscape care and snow removal, and general cleaning.
2. Operates related motorized and non-motorized equipment.
3. Records and reports all needed repairs; repairs as directed.
4. Ensures YMCA building and property is secure during shift and report incidents and hazardous conditions to supervisor.
5. Replaces soap, paper towels, and other supplies.
6. May set up furniture for events.
7. Uphold safety and Child Protection standards per Y policies.
8. Attend staff meetings and other meetings and trainings as required
9. Maintain a professional appearance and manner reflective of Y standards.

SERVICE SKILLS:

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.

7. Address of complaints/concerns immediately.
8. Carry out other duties as assigned.
9. Be alert to safety factors and potential hazards.
10. Always look for ways to improve performance.
11. Emphasize fun, make the Y a happy place with positive relationships.
12. Use the 15, 10, 5 rule. Eye contact, smile, engage.

RELATIONSHIP SKILLS:

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Smile

PHYSCIAL DEMANDS:

1. Sufficient physical strength and agility to carry out essential.
2. Ability to erect and stand on ladders and platforms such as to change lightbulbs and clean fans at heights of up to 10 feet.
3. Ability to work with cleaning equipment, chemical compounds, solvents, cleaners, paint and solutions in dry, liquid, powder, spray, and aerosol forms.
4. Ability to clean equipment, and operate motorized equipment as needed.
5. Ability to work in conditions that will create dirt and dust.
6. Ability to perform essential maintenance to facility or equipment which may involve, but not limited to the following activities: semi – reaching to full-reach overhead; crouching; kneeling; shoveling; carrying, working in narrow and/or confining spaces: underground, overhead, and at ground level; twisting of the waist, shoulders, and legs; and lying on stomach and/or back.
7. Lift 40 pounds using proper technique
8. Must have adequate vision to effectively review documents in varied formats i.e.…paper and digital
9. Must have adequate hearing to respond to members and interact with the public.

KNOWLEDGE/EXPERIENCE

1. Six months or more of related experience preferred.
2. Ability to read and interpret instructions, procedures, manuals, and other documents.
3. Ability to report and record maintenance requests.
4. Knowledge of cleaning methods and equipment.
5. Basic understanding of the upkeep and care of equipment.
6. Understanding safe and efficient use of cleaning compounds and chemicals.

Must have the ability to demonstrate and/or show competency in the following areas:

1. Prioritizing tasks in order of importance.
2. Providing positive customer service.
3. Ability to work independently.
4. Following specific instructions consistently and independently
5. Work a flexible schedule to meet Y staffing/planning needs.
6. Exercising mature judgment and sound decision making.
7. Communicating effectively both orally and in writing.
8. Learning, following and enforcing local Y and national guidelines related to internal policies.

QUALIFICATIONS:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.
6. Smileability

PROFFESIONAL EXPECTATIONS:

The Custodian will present a competent and positive image of The Family YMCA through the professional and safe coordination of all custodial duties, quantified by completion of the key areas of responsibility and continuous improvement of the systems.
In addition the Custodian will exhibit and represent behaviors consistent with the expectations within the YMCA competency guidelines listed below:

1. Accepts and demonstrates the Y's values.
2. Demonstrates a desire to serve others and fulfill community needs.
3. Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
4. Builds rapport and relates well to others.
5. Makes sound judgments, and transfers learning from one situation to another.
6. Embraces new approaches and discovers ideas to create a better member experience.
7. Strives to meet or exceed goals and deliver a high-value experience for members.
8. Pursues self-development that enhances job performance.
9. Demonstrates an openness to change, and seeks opportunities in the change process.

EFFECT ON END RESULTS:

This position ensures that YMCA members, potential members, and facility guest receive great customer services.

- Demonstrate a friendly environment for all individuals entering the facility.
- High member satisfaction through clear communication of membership and program information.
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

**Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.