



## JOB DESCRIPTION

Job Title:	Janitorial Department Head	Reports to Job Title:	Facilities Director
Department:	Janitorial	Division:	Union
Direct Report(s):	Janitorial Staff	FLSA Status:	Non-Exempt
<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Revised Position	Last Revised:	
Internal Posting Dates:	04/12/18 – 04/17/18	External Posting Dates:	Until Filled
Salary:	\$13.02 - \$19.24	Location:	Eureka/Arcata

### SUMMARY:

The Janitorial Department Head is responsible for maintaining the cleanliness of all locations: floors, service departments, restrooms and office spaces of our stores. This position is responsible for supervising all janitorial department staff and maintaining janitorial related equipment.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs and participates in the operation of the Janitorial Department according to established procedures and guidelines.
- Recordkeeping as required for Co-op polices and government agencies.
- Required to attend storewide safety meetings as directed.
- Record and report all on the job injuries within 24 hrs to HR and Facilities Manager per Co-op policy.
- Monitor and edit time clock errors of your reports.
- Write bi-weekly schedules and submit two weeks prior scheduled date.
- Motivate and direct crew to complete assigned tasks in a timely matter.
- Schedule the Janitorial crew to ensure adequate coverage on all nights.
- Responsible for ordering needed materials for Janitorial duties or communicating needs to Facilities Manager.
- Ensure all Co-op policies are followed.
- Work with the management team on special projects and maintenance duties as required.
- Ensure all janitorial tasks are completed each night.
- Communicate any know issues with store or crew to Facilities Manager as needed.
- *Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

Additional expectations as follows:

#### 1. Customer Service

- a. Treat people fairly, consistently, and with respect.
- b. Ensure efficient, informative, and friendly service according to established customer service vision and standards.
- c. Assist in other departments as needed.

## **2. Department Operations**

- a. Clean building floors by sweeping, mopping, scrubbing, or vacuuming them.
- b. Gather and empty trash.
- c. Use best practices for recycling and other landfill diversion.
- d. Service, clean, and supply restrooms.
- e. Clean and polish furniture and fixtures.
- f. Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees.
- g. Dust furniture, walls, machines, and equipment.
- h. Make adjustments and minor repairs to heating, cooling, ventilating, plumbing, and electrical systems.
- i. Mix water and detergents in containers to prepare cleaning solutions, according to specifications.
- j. Strip, seal, finish, and polish floors.
- k. Drive vehicles required to perform or travel to cleaning work, including vans, industrial trucks, or industrial vacuum cleaners.
- l. Follow procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors and fixtures.
- m. Monitor building security and safety by performing such tasks as locking doors after operating hours and checking electrical appliance use to ensure that hazards are not created.
- n. Move heavy furniture, equipment, and supplies, either manually or by using hand trucks.
- o. Notify managers concerning the need for major repairs or additions to building operating systems.
- p. Requisition supplies and equipment needed for cleaning and maintenance duties.
- q. Prevent infestation of insects and rodents.
- r. Periodic deep cleaning/waxing/buffing/stripping of floors as assigned by supervisor.
- s. Maintain all tools, equipment and storage of supplies in a neat and orderly manner.
- t. Other duties as assigned by supervisor and/or store manager.

## **GENERAL RESPONSIBILITIES:**

### **1. Communication**

- a. Communicates openly and honestly with all others in the organization.
- b. Communicates respectfully at all times.
- c. Does not expose customers to internal disagreements.
- d. Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- e. Checks mailbox and/or email regularly.
- f. Reads monthly employee newsletter *The Co-op Thymes*.
- g. Participates actively in department team and all staff meetings.

### **2. Personal Effectiveness**

- a. Reports to work for scheduled shifts, on-time and appropriately uniformed.
- b. Understand and adheres to organizational and department policy and procedures.
- c. Accepts and offers feedback and suggestions openly and respectfully.
- d. Accepts direction willingly and follows through with delegated tasks.
- e. Learns and adapts to new tasks or situations quickly and cooperatively.
- f. Maintains job-related confidentiality.
- g. Takes initiative to identify, report and resolve problems before they can escalate.
- h. Provides a positive model for co-workers.

## **TECHNICAL SKILLS**

### **1. Quality of Work**

- a. Understand technical requirements of the job, applies technical knowledge consistently.
- b. Performs tasks accurately and efficiently, free from errors.
- c. Performs all tasks according to department procedure.

### **2. Quantity of Work**

- a. Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- b. Organizes tasks efficiently, maintains focus and stays productive.
- c. Achieves established goals and expected results for the department.

### **3. Safety**

- a. Maintains safe work environment according to all department procedures, federal and state regulations.
- b. Wears protective clothing as required for position.
- c. Understands and utilizes safe lifting procedures and proper step stools.

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Comfortable using Excel, Word and email
- Knowledge of and/or experience in janitorial industry or similar
- Experience working in grocery and/or food production environment
- High School diploma or some college preferred

### **WORK ENVIRONMENT:**

Fast paced retail floor and environment. At times may work with or near moving mechanical parts (i.e. baler, dock equipment), in high precarious places (i.e. ladder work) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery. Occasional job related travel within Humboldt area.

### **ESSENTIAL PHYSICAL REQUIREMENTS:**

- Standing, walking, bending, sitting, reaching up to eight hours a day
- Ability to climb up and down ladders
- Ability to lift up to 50 pounds

### **IMPORTANT DISCLAIMER NOTICE:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.

### **COMPETENCIES:**

- 1-3 years of supervisor skills
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Regular, predictable attendance
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to work in a fast-paced environment

### **WORK ENVIRONMENT:**

Maintains a clean and safe work space for all members, customers and employees at all times.

### **PHYSICAL DEMANDS:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk and use hands to finger, handle, or feel objects, tools or controls.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

**POSITION TYPE & EXPECTED HOURS OF WORK:**

- Nights, some days
- Multiple locations
- 8-hour work days

**EEO STATEMENT:**

North Coast Co-op provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, North Coast Co-op complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.