



JOB DESCRIPTION

Housekeeper

Reporting To: Supervisor, SE Services/Housekeeping

EEO Category: Service Worker

Created: 9/7/2017

FLSA Classification: Non-Exempt

PRO: SE Positions

Modified: 6/1/2018

POSITION SUMMARY

This position is responsible for the day-to-day housekeeping of all Aspire buildings with integrity and attention to detail. The goal is to create a clean and orderly environment for our guests and staff that will become a critical factor in maintaining and strengthening our reputation.

ESSENTIAL RESPONSIBILITIES

General Maintenance (75%)

- Maintain general upkeep of Aspire properties, such as vacuuming, dusting, mopping, collecting/emptying trash sweeping walkways and steps, etc.
- Ensuring all rooms are cared for and inspected according to standards
- Protecting equipment and making sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices
- Clean rooms, lounges, lobbies, bathrooms and hallways
- Ability to work with little supervision and maintain a high level of performance

Customer Service (5%)

- Treat visitors and staff in a positive, helpful and professional manner
- Respond promptly to supervisor's direction

Coordination and Communication (10%)

- Build and maintain strong working relationships with Aspire staff and supervisor
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Report any facility concerns to immediate supervisor

Reporting & Documentation (5%)

- Provide correct and appropriate documentation for all safety equipment checks
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Participate in the external accreditation activities and surveys, such as REAC and Joint Commission

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for staff, vendors and/or other business contacts
- **Conscientious** – Repeatedly produces consistent and precise work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff, vendors and/or other business contacts in an organized, efficient, and steady manner
- **Detail-oriented** – Ensure accurate record keeping in regards to safety checks and maintenance requests

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- High School Diploma or Equivalent preferred

Experience

- Experience in a healthcare setting preferred
- Knowledge of cleaning sensitive materials
- Prior housekeeping/commercial cleaning preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Must be detail oriented, have excellent organizational skills and able to work flexible hours to meet program needs
- Individual must be able to effectively read, write and follow directions/instructions
- Ability to relate well and communicate with supervisors and co-workers
- Show appreciation for and the ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Physical Demands & Working Conditions

The nature of work may generate considerable physical (transporting, moving, lifting, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Ability to be physically mobile (stand, walk, sit, climb, bend) throughout work hours
- Must be able to lift and/or move at least 25 lbs

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature: _____

Date: _____

Printed Name: _____