



KNOX AREA RESCUE MINISTRIES

Restoring Lives In Jesus' Name

Title: Housekeeping Team Leader
Department: Operations
Reports To: Director, Facilities Management
Direct Reports: N/A
Status: Full time; nonexempt

SUMMARY:

The Housekeeping Team Leader is responsible for the overall cleanliness and appearance of all KARM buildings and grounds (interior and exterior, including laundry). This person takes ownership for the ministry objective of offering overwhelming Biblical hospitality in all aspects of what we do. The Housekeeping Team Leader provides leadership, supervision and coaching to residents, guests and individual and group volunteers who perform daily housekeeping duties and projects. This person also performs daily assigned cleaning tasks and others as needed to insure all housekeeping duties are completed.

DUTIES:

- Establish and maintain daily and periodic checklists and standards for essential housekeeping duties
- Coordinate with program staff for assigning residents and guests to housekeeping duties; provide performance feedback to program staff
- Supervise and evaluate individuals assigned to housekeeping duties, provide coaching, training and direction as needed to ensure that standards are being maintained and all tasks are completed
- Host, coach and support volunteers/groups, exhibiting overwhelming hospitality and ensuring a positive serving experience
- Perform housekeeping duties in assigned areas and as needed to insure all daily housekeeping tasks are completed and cleaning standards are achieved
- Exhibit a caring Christian lifestyle to residents, guests, staff and volunteers
- Insure safety and compliance with policies and procedures
- Maintain inventory control through the ordering, receiving and distribution of cleaning supplies; maintain chemical inventory and Material Data Safety Sheets for all cleaning chemicals
- Perform manual tasks including the use of the following equipment: carpet extractor, floor scrubber, floor burnisher, vacuum cleaners, electric and gas powered pressure washer, leaf blower, wet/dry vacuum, etc.
- Maintain familiarity and competency for operating, troubleshooting, maintaining and repairing housekeeping equipment
- Conduct walk-through inspections with Director of Facilities Management to determine priorities for buildings and grounds
- Utilize company vehicle to purchase business supplies and deliver supplies and equipment to other facilities
- Maintain a current list of cleaning projects

- Assist with maintenance activities such as event set-ups, changing filters, replacing light bulbs, etc. as needed
- Perform other duties as required

REQUIREMENTS:

- AS or equivalent knowledge and experience
- 2 years relevant experience in a similar setting
- Effective communication and leadership skills
- Effective time management skills with the ability to plan, organize and prioritize
- Good organizational and administrative skills with demonstrated accuracy in recordkeeping
- Excellent interpersonal and relational skills
- Ability to work within time constraints and with minimal supervision
- Ability to work as part of a team and effectively adapt to change
- Working knowledge of cleaning chemicals and proper usage; general experience with commonly used housekeeping equipment
- Working knowledge of Microsoft Office products
- Meet all requirements for driving company vehicles (current state license w/F-endorsement, acceptable MVR, proof of current personal vehicle insurance)
- Commitment to Christian faith required

WORKING CONDITIONS:

- Light industrial setting
- Pushing, pulling, and lifting equipment weighing up to 120 pounds
- Pushing / pulling as much as 300 pounds on a flat cart
- Walking or standing for long periods of time; bending, stooping, crouching, climbing as needed
- Various environmental conditions (cold, hot, dusty, wet and possible exposure to blood borne pathogens)
- Occasional required attendance at KARM special events or to host a volunteer group during weekend or evening hours