



## Eastern Band of Cherokee Indians Job Description

Position ID Number:	903833006	Last Revised:	07/26/2018
Position Title:	Housekeeper-I, Light Duty	Department:	Housekeeping
Reports to:	Housekeeping Supervisor	Division:	Snowbird/ Cherokee County

**Primary Function:** Performs general and specialized cleaning tasks within the Cherokee Tribal buildings to maintain established sanitation standards and guidelines.

**Job Duties and Responsibilities:**

- Interact with internal and external customers/ clients in a polite and professional manner.
- Performs daily routine cleaning tasks within assigned area which usually would include: trash removal, dusting, wet mopping, dust mopping, sweeping, vacuuming, cleaning spills, walls, baseboards, ash trays, glass at all entrance areas, buffing floor, etc.
- Ability to lift a minimum weight of 15 pounds. Physically able to operate mechanical equipment for general cleaning tasks.
- Disposes of biohazard trash in proper manner and location.
- Cleans and sanitizes restrooms and fixtures.
- Restocks restrooms with soap, towels, tissue, etc.
- Restocks supply shelves to maintain ample supplies.
- Checks assigned area daily and maintains them to ensure it is neat, orderly, and clean.
- Responds to special requests for housekeeping services.
- Completes record of work and quality assurance check list.
- Must be able to read written instructions for operation of equipment and the handling and mixing of cleaning chemicals which could be hazardous.
- Performs non-routine cleaning procedures such as washing windows, baseboards, walls and trash receptacles, and knocking down cobwebs (inside/outside).
- Must know procedures for spot cleaning carpet, and floors, also familiar with supplies and equipment necessary to complete job.
- Notifies supervisor of unusual circumstances, i.e. equipment repairs or replacement, medical conditions, which affect the employees ability to operate cleaning equipment, or use of cleaning chemicals, in performance of housekeeping duties, etc.
- Must be willing to take schooling on new cleaning techniques and operation of cleaning equipment. Training may be evenings and/or weekends and out of town.
- Maintains a neat and orderly housekeeping storage area.
- Performs all duties according to established safety guidelines and tribal policy.
- Performs other duties as assigned.

<b>Education /Experience:</b>	<ul style="list-style-type: none"> <li>➤ Must have a high school diploma, or GED is required within one year of hire. Waiver may be granted on GED by manager, with consensus of Executive Committee.</li> <li>➤ Valid NC driver's license is required.</li> </ul>
<b>Job Knowledge:</b>	<p>Must have a thorough knowledge of the requirements, policies, and guidelines for housekeeping procedures of Tribal Administration for the upkeep of all tribal buildings. Must be skilled in the use of mechanical and manual cleaning equipment such as shampooer's, vacuum cleaner, mop, broom. Requires the ability to clean and maintain assigned equipment. Requires the ability to follow both verbal and written instructions. Must be able to work independently and as a team member. Must know all related sanitation guidelines and quality assurance requirements. Must know and follow safety procedures. Must possess a valid North Carolina driver's license.</p>
<b>Contact with Others:</b>	<p>Works alone or with coworkers and usually in close proximity to tribal program staff and general public. Safety procedures must be followed to prevent injuries to others, i.e. wet floors, cords on floor, etc.</p>
<b>Mental /Visual /Physical Effort:</b>	<p>Close attention to details required for some procedures and normal alertness for much of the time. Job duties require extensive physical effort such as walking, reaching, bending, pushing, pulling, and often working in awkward positions. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Must have visual acuity, manual dexterity, and be able to speak and hear.</p>
<b>Environment:</b>	<p>Often exposed to wet solutions which can be disagreeable at times. Otherwise inside with normal housekeeping conditions. Work required on porches and walkways could be rescheduled to avoid prolonged exposure to inclement weather. Has contact with potential biohazard waste or accidents such as falls, back strain, electrical shock, or minor cuts to fingers or hands. Has some contact with biohazard substances and cleaning solutions which must be handled properly. Following established safety procedures and sanitation guidelines would reduce the risk of injuries or disease.</p>
<b>Resourcefulness and Initiative:</b>	<p>Follows well defined operating procedures, guidelines, and sanitation standards. Must use judgment and initiative to maintain accuracy, quality standards, and complete tasks efficiently.</p>
<b>Responsibility for Safety and Equipment:</b>	<p>Cleans and performs simple upkeep to equipment which should not be damaged if handled properly. Cleans tribally owned buildings which will have longer utility when properly maintained and cleaned. Following guidelines and established procedures would present a positive image to the community.</p>