



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	029-3300-020 029-3300-021 029-3300-022 029-3300-023 029-3300-024 029-3300-025 029-3300-026 029-3300-027 029-3300-028 029-3300-029 029-3300-030 029-3300-031 029-3300-032 029-3300-033 029-3300-034 029-3300-035	Last Revised:	06/14/2013
Position Title:	Housekeeper - II, Heavy Duty	Department:	Administrative Housekeeping
Reports to:	Housekeeping Supervisor	Division:	Support Services

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

Job Duties and Responsibilities:

- 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, stripping, sealing, waxing, carpets, floors, etc.
- Ability to lift a minimum weight of 15 pounds. Physically able to operate mechanical equipment for heavy cleaning, i.e. buffer, scrubber, extractor, etc.
- 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 checklist.
- 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 (outside), scrubbing, stripping sealing and waxing floors, shampooing carpets, sanding, care and cleaning of wood floors. Washing walls and trash receptacles, knock 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 able to operate mechanical cleaning equipment such as: floor buffers, scrubbers, carpet shampooer's, extractors, vacuum cleaner, burnishers.
- Must know procedures for cleaning carpets, stripping, sealing and waxing of floors, also 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 heavy 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.

**Education
/Experience:**

Up to one month experience is required to become proficient in most phases of the job. Ability to do simple math, read and write, a high school education or GED required.

Job Knowledge:

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 buffer, scrubber, extractors, shampooer's vacuum cleaner, mop, broom and laundry equipment. Requires the ability to clean and maintain assigned equipment. Requires the ability to follow both verbal and written instruction. 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.

**Contact with
Others:**

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.

**Mental /Visual
/Physical Effort:**

Close attention to detail is 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 have visual acuity, manual dexterity, and be able to speak and hear.

Environment:

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 established safety procedures and sanitation guidelines would reduce the risk of injuries or disease.

**Resourcefulness &
Initiative:**

Follows well defined operating procedures, guidelines, and sanitation standards. Must use judgment and initiative to maintain accuracy, quality standards, and complete tasks efficiently.

**Responsibility for
Safety /Equipment:**

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 property maintained and cleaned Following guidelines and established procedures would present a positive image to the community.