



Eastern Band of Cherokee Indians

HOUSEKEEPER I

Position Description

Program:	Housekeeping	Reports to:	Crew Leader - Housekeeping
Division:	Operations	Position Number:	902933001; 902933002; 902933003; 902933004; 902933007; 902933008; 902933009; 902933010; 902933011; 902933012; 902933014; 902933015; 902933016; 902933018; 902933019; 902933035; 902933048; 902933049;
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	6	Safety Sensitive:	Yes

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Performs general and specialized cleaning tasks within Tribal buildings to maintain established sanitation standards and guidelines.

ESSENTIAL DUTIES, FUNCTIONS, & 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, Physically able to operate mechanical equipment for general cleaning tasks.(I.e. vacuum cleaner, residential shampooer)
- 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.
- Completes record of work and quality assurance check list.
- Must be able to read written instructions for operation of equipment and the handling and the proper use of cleaning chemicals which could be hazardous.
- Performs non-routine cleaning procedures such as washing windows, 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 employee's ability to operate cleaning equipment or to use cleaning chemicals, in performance of housekeeping duties, etc.
- Will attend and successfully complete trainings on new cleaning techniques and operation of cleaning equipment.
- Training may be evenings and/or weekends
- Maintains a neat and orderly housekeeping storage area.

Position Description

- Performs all duties according to established safety guidelines and Tribal policy.

Scope of Supervision:

This position is supervised by assigned crew leader OR designated housekeeping personnel by Manager-Housekeeping. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	One (1) year of related experience required. Experience to include housekeeping, custodial, and/or janitorial employment.
Education:	High School Diploma or GED Equivalent required. Must obtain GED within one year of hire date. .
Licenses & Certifications:	Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Ability to do simple math, read, and write.
- Must have a thorough knowledge of the requirements, policies, and guidelines for housekeeping procedures of Tribal Housekeeping for the upkeep of all Tribal buildings.
- Must be skilled in the use of mechanical and manual cleaning equipment such as residential 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.
- Up to one (1) month of experience is required to become proficient in most phases of the job.

Safety/Accuracy Focus:

Cleans and performs simple upkeep to equipment which should not be damaged if handled properly. Cleans Tribal buildings occupied by Tribal programs which will increase longevity when properly maintained and cleaned. Following guidelines and established procedures would present a positive image to the community.

Key Relationships:

Works alone or interactswith 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. Must maintain a positive image that includes wearing program issued uniform shirt. Employee I.D. badge must be visible and pants must be worn. Yoga pants and other tight fitting attire are unacceptable.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Follows sanitation standards; must use judgment and initiative to maintain accuracy, quality standards, and complete tasks efficiently Must be able to work independently and/or with teams and to follow sanitation standards and using judgement with quality standards

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Personal cell phone use is prohibited outside of scheduled assigned break times.

Complexity of Duties:

HOUSEKEEPER I

Position Description

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Experience in housekeeping, custodial, and/or janitorial field preferred.

WORK ENVIRONMENT

Work Environment: Following established safety procedures would reduce the risk of potential accidents caused by work required inside and outside work environments. Accidents can include falls, back strain, electrical shock, or minor cuts to fingers or hands. Following Sanitation guidelines when exposed to biohazard substances would reduce the risk of disease. Close attention to details required for some procedures and normal alertness for much of the time. Cleaning solutions must be handled properly

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. 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, and pulling. Must have visual acuity, manual dexterity, and be able to speak and hear. Personal cell phone use is prohibited outside of scheduled assigned breaks. Must maintain a positive image that includes wearing program issued uniform shirt. Employee I.D. badge must be visible and pants must be worn. Yoga pants and other tight fitting attire are unacceptable.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

ACKNOWLEDGMENT

I have reviewed the content of the **Housekeeper I** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date