



Eastern Band of Cherokee Indians

HOUSEKEEPER II

Position Description

Program:	Housekeeping	Reports to:	Crew Leader – Housekeeping
Division:	Operations	Position Number:	902933501; 902933502; 902933503; 902933504; 902933505; 902933506; 902933507; 902933508; 902933509; 902933510; 902933512; 902933513; 902933514; 902933515; 902933516; 902933517; 902933518; 902933519
Classification:	Non - Exempt	Revision Date:	12/05/2023
Pay Level:	7	Safety Sensitive:	No

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 EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Performs general and specialized cleaning tasks within the 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, knocking down cobwebs (inside/outside), wet mopping, dust mopping, sweeping, vacuuming, cleaning spills, walls, baseboards, ash trays, glass at all entrance areas. Performs specialized cleaning tasks to include buffing, stripping, sealing, waxing, of floors, and Carpet extractions & shampooing.
- Physically able to operate mechanical equipment for heavy cleaning, i.e., buffer, scrubber, carpet extractor, burnisher, pressure washer, leaf blower, etc.
- Disposes of biohazard trash in proper manner and location.
- Cleans and sanitizes restrooms and fixtures.
- Restocks restrooms with soap, towels, tissue, and 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 proper use of mixing cleaning chemicals which could be hazardous.
- Performs non-routine cleaning procedures such as washing windows (outside), sanding, care and cleaning wood floors, washing walls and trash receptacles, and knocking down cobwebs (inside/outside). Pressure washing and Leaf blowing.
- Notifies supervisor of unusual circumstances, i.e., equipment repairs or replacement, medical conditions which affect the employee's ability to operate cleaning equipment or use cleaning chemicals in performance of housekeeping duties, etc.

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- Must know procedures for spot cleaning carpets, heavy-duty of cleaning carpets, stripping, sealing, and waxing of floors, also supplies and equipment necessary to complete job.
- Will attend training and successfully complete trainings on new cleaning techniques and operation of cleaning equipment.
- Training may be evenings
- Maintains a neat and orderly housekeeping storage area.
 - Performs all duties according to established safety guidelines and Tribal policy.
 - Ability to pass a NCDHHS Background Check.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Two (2) years of related experience required. Experience to include housekeeping, custodial, and/or janitorial employment, and handling specialized housekeeping tasks.
Education:	High School Diploma or GED Equivalent required.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Blood borne pathogen training; Equipment Certifications; Floor Maintenance certifications.

KNOWLEDGE, SKILLS, & ABILITIES

Key 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, Pressure washer, leaf-blower, multi-wash machine and burnisher.
- 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.
- Up to one month experience is required to become proficient in seasonal 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 property is maintained and cleaned following guidelines and established procedures would present a positive image to the community.

Key Relationships:

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.

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.

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. To uphold the highest level of security, personal cell phone use are prohibited outside assigned

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scheduled breaks. A high degree of confidentiality must be maintained. Has access to tribal offices and must adhere to all tribal confidentiality policies and procedures.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Served in a Housekeeper 1-Light Duty role or equivalent.

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 detail is required for some procedures and normal alertness for much of the time. Job duties require extensive physical effort such as climbing ladder, walking, reaching, bending, pushing and pulling. Must have visual acuity, manual dexterity, and be able to speak and hear. Personal cell phone use is limited to only include during designated assigned breaks. Positive image includes wearing program issued uniform shirt, pants, Employee I.D. badge that must be visible while on clock. 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.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Housekeeper II** 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