



Eastern Band of Cherokee Indians

HOUSEKEEPER I

Position Description

Program:	SB & CC Housekeeping	Reports to:	Supervisor - SB & CC Housekeeping
Division:	Snowbird & Cherokee County	Position Number:	903833002; 903833006
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	6	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 EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Performs general and specialized cleaning tasks within the Cherokee 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, buffing floor, 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 check list.
- Reads and follows 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).
- Applies 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.
- Attends training on new cleaning techniques and operation of cleaning equipment.
- Maintains a neat and orderly housekeeping storage area.
- Performs all duties according to established safety guidelines and Tribal policy.

Scope of Supervision:

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

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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:

- 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 shampoers, 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.
- Ability to do simple math, read and write.
- Up to one (1) month in the position would be necessary 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 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.

Key Relationships:

Interact with internal and external customers/ clients in a polite and professional manner. 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. Must maintain 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work 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

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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. Travel is required to attend training.

**Mental/Visual/
Physical Effort:**

Must be able to lift 25 pounds and carry 5 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, pulling, and often working in awkward positions. Operates mechanical equipment for general cleaning tasks. Must have visual acuity, manual dexterity, and be able to speak and hear.

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 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