

TITLE: Housekeeper

EXEMPT STATUS: Non-Exempt

REPORTS TO: Housekeeping Supervisor

GENERAL SUMMARY:

The Housekeeper is responsible for the cleanliness and neatness of assigned apartments and common areas.

PRINCIPLE DUTIES:

Essential Job Duties:

1. Performs general housekeeping duties in apartments, such as: vacuuming, cleaning bathrooms and kitchens, and dusting of all cleared flat surfaces.
2. Performs general housekeeping duties of hallways and common areas as directed by supervisor.
3. Accomplishes all work in the order of priority set by supervisor.

Other Duties:

1. Maintains all equipment and supplies in proper condition.
2. Attends in-service training and education sessions, as assigned.
3. Performs specific work duties and responsibilities as assigned by supervisor.
4. Maintains resident confidentiality at all times.

QUALIFICATIONS:

1. Ability to understand and follow instructions in English and communicate effectively. Previous housekeeping experience preferred but not required.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Moderate to heavy physical effort 95% of the work day. Must be able to stand and walk long distances up to 8 hours per day. Must be able to stoop and work from a kneeling position,

perform repetitive bending, reaching and stretching. Must be able to lift and carry up to 30 lbs. independently. Must be able to push and/or pull wheeled carts and equipment weighing up to 100 lbs. over tiled and carpeted surfaces over long distances. Must be able to operate a vacuum, work in confined spaces around furniture and breakable objects, and have constant contact with residents. May be exposed to communicable diseases including influenza, HIV and Hepatitis. May be exposed to unpleasant odors, high heat levels, and institutional cleaning chemicals.

HOSPITALITY FOCUS:

The Westminster Village fully embraces a culture of hospitality. To that end, we include the following hospitality promises as a guide for our interpersonal interactions with residents, co-workers, and guests:

1. We greet residents, employees and guests warmly, by name and with a smile.
2. We treat everyone with courteous respect.
3. We strive to anticipate resident, employee and guest needs and act accordingly.
4. We listen and respond enthusiastically in a timely manner.
5. We hold ourselves and one another accountable.
6. We embrace and value our differences.
7. We make residents, employees and guests feel important.
8. We ask “Is there anything else I can do for you?”
9. We maintain high levels of professionalism, both in conduct and appearance, at all times.
10. We pay attention to details.

WELLNESS FOCUS:

The Westminster Village employees are expected to promote a healthy community culture for all residents and employees. This is a whole-person approach to health and wellness which includes eight dimensions of wellness: Emotional, Environmental, Health Services, Intellectual, Physical, Social, Spiritual and Vocational. Through these efforts we can ensure and exceed residents’ wellness needs relating to their mind, body and soul, which may also have a positive effect on the employees, as a result.