

### Position Description

<b>Position Title:</b>	Housekeeper		Job Number: N9406-Staff, Housekeeping
<b>Reports To:</b>	Community Association Manager/Maintenance Supervisor		
<b>Department:</b>	OPS-Housekeeping-9400		
<b>FLSA Status:</b>	Non-Exempt	<b>Last Updated:</b>	07/03/2024

### Company Information

FirstService Residential is simplifying property management. Its hospitality-minded teams serve 9,000 residential communities across the United States and Canada. The organization partners with boards, owners, and developers to enhance the value of every property and the life of every resident.

Our dedication to associate satisfaction and growth is recognized by our Great Place to Work certification, exemplifying our commitment to fostering a positive and inclusive workplace culture. Our 19,000 associates can count on competitive salaries, top-tier medical, dental, and retirement benefits, career training, and support for continued professional development.

**Experience being part of a high-performing team with a fulfilling career in property management with FirstService Residential.**

### Job Responsibilities

This position is responsible for cleaning projects requiring advanced training and demonstrated skill. Inspects work performed in assigned building/property(s) and submits reports to the Supervisor. Positions may be indoors to maintain the interior of the community, outdoors to maintain the exterior, or a mixture of both.

**Essential Duties:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

- Performs a variety of cleaning/maintenance duties as assigned including but not limited to sweeping, mopping, shampooing, dusting, polishing, trash disposal, replacing light bulbs and window cleaning.
- Informs Supervisor of needed supplies.
- Maintains all cleaning solutions in accordance to OSHA requirements for hazardous chemicals.
- Removes trash from premises and assists in emergency cleaning.
- Ability to properly utilize new equipment and follow safety procedures prior to using this equipment.
- Maintains friendly and professional attitude.
- Responsible for maintaining the appropriate level of sanitary and cleaning supplies for assigned areas.
- Inspects all assigned areas daily and reports all cleaning and maintenance discrepancies to Supervisor.
- Ensures that security procedures are adhered to at all times.
- Ensures all safety precautions are followed while performing work.
- Maintains working relationship with building staff.
- Furnishes and burnishes floors as required.
- Completes daily work orders as scheduled.



- Responsible for maintaining the appropriate level of sanitary and cleaning supplies for assigned areas. Maintains assigned equipment in good working condition.
- As applicable, cleans restrooms: Sweeps and mops floors. Refills all dispensers such as hand towels, toilet paper & hand soap. Cleans toilets, urinals, sinks, mirrors & counters.
- Empties/removes trash. Reports any discrepancies or deficiencies to supervisor.
- Ability to properly utilize new equipment and follow safety procedures prior to using this equipment.

#### Additional Duties:

- *Practice and adhere to FirstService Residential Global Service Standards.*
- *Conduct business at all times with the highest standards of personal, professional and ethical conduct.*
- *Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.*
- *May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.*
- *Ensure all safety precautions are followed while performing the work.*
- *Follow all policies and Standard Operating Procedures as instructed by Management.*
- *Perform any range of special projects, tasks and other related duties as assigned.*

#### Supervisory Responsibilities

None.

#### Education & Experience

High school diploma or equivalency preferred.

#### Knowledge, Skills & Proficiencies

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Previous custodial experience preferred.
- Effective written and verbal communication skills.
- Strong customer service, communication and interpersonal skills required.

#### Tools & Equipment Used

Janitorial equipment and supplies.

#### Physical Requirements & Working Environment

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Ability to lift 50 – 100 lbs. following appropriate safety procedures.
- Work in an upright standing position for long periods of time.
- Crawl in small and tight spaces.
- Ability to work in different environmental working conditions (e.g. heat, cold, wind, rain).
- Walk and climb stairs.
- Handle, finger, grasp and feel objects and equipment.
- Reach with hands and arms.
- Ability to quickly and easily navigate the property/building as required to meet the job functions.
- Repeat various motions with the wrists, hands and fingers.
- Complete all required forms.
- Ability to respond to emergencies on a timely manner.
- Climb ladders and work at heights above ground level (maximum 3 ft.).

### Travel

None.

### Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. 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 job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.

**I acknowledge that I have read this document and that it was discussed with me today. I understand the contents and acknowledge that I received a copy.**

#### ASSOCIATE:

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Print name

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Signature

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Date

#### MANAGER:

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Print name

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Signature

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Date