

Job Description
Delivering Innovation in Supportive Housing (DISH),
A Project of Tides Center

Job Title: Janitor

Reports to: Janitorial Supervisor or Unit Turn Supervisor

FLSA Status: Non-Exempt

Approved Date: June 16, 2017



POSITION SUMMARY:

Janitors maintain the general cleanliness of the interior and exterior of one or more of the DISH properties located in San Francisco. This position is responsible for ensuring a high standard of cleanliness, customer service, and a hazard-free environment and also ensuring a high standard of work quality, and adherence to DISH policies and best practices.

Janitors are deployed in one of two primary functions within the organization: completing individual tenant unit turnovers with the Turnover Team or engaging in primarily site-based janitorial work. Janitors may be deployed to any of the properties and offices depending on the needs of the organization. Duties below are assigned based on deployment but all are janitorial responsibilities.

The Janitor position is an hourly, non-exempt position and reports to either the Janitorial Supervisor or Unit Turn Supervisor, depending on deployment. Non-exempt employees work a standard 40 hour week. Time beyond 40 hours per week is at management discretion and must be pre-approved

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Cleans and maintains common areas of sites including all bathrooms, elevators, entry ways, kitchen areas, conference rooms, community rooms, hallways, staff offices, sidewalks and gardens, etc. This includes mopping, vacuuming, scrubbing, emptying trash cans etc. as needed to keep the building as clean and beautiful as possible.
- Reports all maintenance repairs needed and other concerns and observations, such as evidence of pests, to their Supervisor.
- Completes work orders for residents and/or management as assigned by the Supervisor, General Manager or Assistant General Manager in a timely and accurate manner. Cleans up after work is complete.
- Implements existing building policies and procedures, including emergency plan.
- Walks assigned site to be sure the common areas, hallways, laundry, etc. are in good condition and advises their Supervisor on the condition of the property if there are issues such as leaks or damage. Informs their Supervisor and/or other appropriate staff of any unusual activity or maintenance issues in a timely manner.
- Carries out all job responsibilities in a manner that reflects best practices and concern for personal health and safety and that of co-workers and tenants.
- Responsible for learning and following all published and generally accepted best practices for job safety policies and procedures.

- Collaborates with maintenance and janitorial staff at other DISH sites as needed.
- Attends and actively participates in staff meetings and trainings as assigned by Supervisor.
- Responsible for keeping readily available DISH-provided work phone and having all relevant business related phone numbers available at all times.
- Cleans and repairs units during turnover process at all properties as directed by Supervisor.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.
- Adheres to DISH Bed Bug Abatement P&P and reports any suspected pest issue to supervisors immediately
- Provides on-call and emergency janitorial services as directed by the on-call Facilities management and/or Facilities Director. Responds to emergencies as required.
- Assembles unit furniture
- Clears units for turns, including application of TSP, paint preparation tasks, and touch-up painting
- Assists in furnishing units for tenant move-ins
- Assists with move-ins of new residents. Accepts additional tasks as necessary, such as setting up for staff trainings, participating in volunteer events, etc.

OTHER DUTIES AND RESPONSIBILITIES:

- Eliminates clogs in toilets and sinks using appropriate non-power hand tool(s)
- Maintains inventory of supplies, tools and equipment, and makes purchasing recommendations
- Maintains clean and organized site basements
- Performs key-making for unit and mailbox keys
- Performs additional related duties as assigned.

EDUCATION AND EXPERIENCE:

- 1 year or more job-related janitorial work experience is required. Professional training may substitute for experience.
- 1 year or more of experience with customer service provision or client relations preferred.
- 1 year or more of experience working in a team environment required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Ability and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors and vendors, regardless of differing backgrounds, beliefs, choices and identities.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Enthusiasm for working as a team member and ability to take direction from a supervisor
- Ability to communicate effectively through reading and writing in elementary English. Ability to communicate in Spanish is a plus.
- Skill in basic math is required as is the ability to follow instructions and accurately complete standard templates and forms.

- Ability to multi-task in a fast paced work environment, and ability to prioritize among competing pressing issues.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to be flexible and to work effectively in a crisis situation. Ability to assess when an incident is an emergency and to take appropriate action.
- Ability to maintain a professional personal appearance and demeanor at all times, including following DISH's uniform policy

ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with residents, guests, service providers and staff, internal colleagues and DISH managers.

PHYSICAL DEMANDS:

Frequently required to push/pull objects weighing more than 100 lbs and lift and carry objects weighing more than 50 lbs but less than 100. Frequently required to perform simple manipulative tasks such as using hand tools and operating janitorial machinery. Must be able to walk, stand, squat, and remain in uncomfortable positions for the period of time necessary to accomplish janitorial duties. Frequently required to operate power tools, cleaning equipment, or other machinery related to janitorial tasks. Frequently required to use public transportation to travel between DISH sites.

WORK ENVIRONMENT:

Incumbent will work in one or more single room occupancy permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic improvements. On a daily basis this position will be expected to work in many different interior and external areas of the property—such as community rooms, communal restrooms, hallways and tenants' units—and will often work at more than one property on a given day. Typical shifts are daytime on weekdays and weekends. Special projects and on-call emergency response will require occasional schedule changes.