



<b>JOB TITLE:</b>	<b>Janitorial Crew Supervisor</b>
<b>DEPARTMENT:</b>	Employment & Business Division/Janitorial
<b>RESPONSIBLE TO:</b>	Janitorial Manager (JM)
<b>SUPERVISES:</b>	Client Employees (up to 6 per crew)
<b>FLSA:</b>	Hourly, Non-Exempt

**BASIC PURPOSE:** Support the Mission and Core Purpose of Tesh, Inc. by offering choices and opportunities to people of all ages seeking greater independence, self-sufficiency, and participation in their community through education and training.

**JOB SUMMARY:** Supervise crew of adults with a variety of abilities and disabilities as they provide commercial custodial services in the Coeur d'Alene area. Assure adherence to overall service delivery and contract performance expectations through consistent and thorough oversight and quality assurance assessment. Provide skills training and feedback on performance for all workers. Accurately report on individual crew member performance, particularly those funded by Vocational Rehabilitation. Perform janitorial duties along with the crew as needed including daily tasks and periodic tasks such as carpet extraction and/or refinishing hard floors. Supervisor may also provide back up to supervisors of other crews to cover vacation schedules or other leave vacancies.

**ESSENTIAL FUNCTIONS:**

1. Contract Maintenance: Assist crew in meeting the exact specifications of the customer and the contract. Notify the JM on a timely basis when not able to complete the work as assigned or when problems arise at the site.
2. Quality Control (QC): Consistently monitor the quality of work being performed. Assure rework is completed as needed and as designated in QC reports.
3. Supplies: Maintain inventory of supplies for all contracts and provide the JM or customer with supply requests as needed. Report all product issues to the JM.
4. Fiscal Management: In cooperation with the JM, carry out action plans used to control all wages, equipment, and other crew expenses, as well as any other budget matters.
5. Supervisory Duties: Will assign daily job duties. Will supervise janitorial workers and provide them with the basic knowledge and support necessary to meet their job responsibilities. Assure all Tesh policies, procedures, and core values are adhered to on the job. Provide safety and job improvement training to crew members.
6. Records Maintenance and Documentation: Maintain records relating to work crew performance as needed; these will include but not be limited to client payroll records, progress reports, and case notes. Reports are to be compiled in Word and/or Excel documents and presented in a professional and timely manner to the JM and/or other appropriate parties.
7. Rehabilitation/Training: Maintain strong working rapport with Job Coach, including communicating any job support or training requirements identified. Assist the job coach with the ongoing training and cross training of client workers.
8. Other Duties: Attend all mandatory rehabilitation training and other meetings as required or requested. Responsibly monitor time; take on other duties as required or requested by supervisor.

**PERFORMANCE FACTORS:**

1. Attendance and Dependability: Except for planned and approved absences, consistent attendance at work is required. Employee expected to work hours as needed to meet agreed upon objectives of the position in a timely and complete manner.
2. Communication and Contact: Communication in English is to be effective and timely both verbally and in writing with supervisor, colleagues, direct reports, clients, and all other stake holders. Must incorporate unique communication needs of those with disabilities where appropriate.
3. Relationships with others: Professional manner and constructive working relationships to be maintained with all stake holders.

**QUALIFICATIONS AND MINIMUM REQUIREMENTS:**

High school diploma or its equivalent. Previous paid experience as janitor required; at least one year in supervisor position essential. May substitute supervisor experience in another industry. Experience working with people with disabilities appreciated. Strong people and customer service skills essential. Must be able to read, write, and verbally communicate at 12<sup>th</sup> grade level or its equivalent. Must be able to transfer observable behavior and other information to written documentation in a clear and understandable manner. Must have valid driver’s license, a good driving record, and proof of liability insurance. Must be able to pass agency required criminal history background check and maintain drug/alcohol/tobacco free status as specified in Tesh policy.

**PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:**

1. Employee must be free of illegal drugs, tobacco, and alcohol during all work hours. Must be free of diseases which may be transmitted in the performance of job responsibilities during the stage of communicability.
2. Physical activities for this position involve balancing, bending, pulling, pushing, standing, grasping, stooping, crouching, reaching, lifting, and repetitive motion for average of period of 6 hours per shift. It includes standing or walking most of the shift. An individual in this position may be required to lift or carry up to 50 lbs. on a regular basis. The individual must be able to drive Tesh vehicle to and from job sites.
3. An individual in this position may be exposed to blood or body fluids on occasion (risk level II).

**SUPERVISORY RELATIONSHIPS:** Reports to Janitorial Manager. Will supervise up to 8 individuals, typically working with up to 6 per night.

**WORK SCHEDULE:** This regular part time position typically will work 4:00 p.m. to 10:00 p.m. Monday-Friday for average of 32-36 hours per week. Additional working hours may be required, requested, or available. Position entitled to overtime if more than 40 hours are worked within work week; pre-approval required before any overtime hours are worked.

**WAGE:** \$11.00 per hour.

*The above is general in nature and not intended to be exhaustive. Tesh reserves the right to revise or change job duties and responsibilities as the needs of the business dictate.*

*Equal Employment Opportunity – Affirmative Action – Drug Free*

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_