



Job Title: Housekeeping

Location: Heywood Wakefield Commons Gardner, MA 01440

Hours: Full Time 32 Hours

Job Summary:

Responsible for maintaining a clean and safe environment for residents and staff by performing cleaning duties assigned to apartments, interior and exterior common areas, and amenities and some maintenance.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Cleans public areas and resident's apartments, including common area bathrooms, hourly, kitchens, patios & windows, floors, furniture and common areas.
- **Performs all housekeeping duties including:**
- Distributing laundered towels and linens.
- Changing beds when requested.
- Cleaning public restrooms and replenishing supplies as needed
- Sweeping, scrubbing, waxing, and polishing floors; shampooing rugs, carpets, upholstered furniture, and draperies.
- Dusting furniture and equipment.
- Polishing metalwork.
- Washing walls, woodwork, windows, door panels, and sills.
- **Performs all laundry duties including:**
- Maintains resident laundry areas including mopping floors and washing walls regularly.
- Washes windows at reasonable heights through out the community as requested.
- Keeps utility and storage rooms in clean and orderly condition.
- Disinfects and sterilizes equipment and supplies.
- Stocks cleaning cart with supplies.
- Empties wastebaskets, and transports trash and waste to disposal area.
- Ensures with maintenance that trash and dumpster areas are clean.
- Some assigned maintenance work orders for maintenance repairs as needed.
- Reports resident issues or changes in health or living status promptly.
- Reports potentially unsafe conditions or maintenance related issues promptly to Supervisor.
- May perform other duties as assigned.

Minimum Qualifications:

- Able to operate cleaning equipment such as: iron, washer & dryer, brooms, mops, vacuums, etc
- Able to work various schedules and shifts including weekends and some holidays as needed.
- Must communicate and understand the English language.
- Able to remain professional and calm in emergencies, as well as assist if needed.

Required Behavior:

- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety of tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.
- Arrives to work on time.
- Absence and tardiness is minimal.
- Appearance is neat, clean, and according to dress code.
- Observes safety and security procedures.
- Uses equipment and materials properly.
- Demonstrates accuracy and thoroughness in work performed.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand and to work on hands and knees for long periods of time.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

If you are interested in applying or know someone to refer for the position please fax or e-mail resume to 978-632-8280 or Tmcmullen@hwcommons.com