



Job Title: Housekeeping

Location: Heywood Wakefield Commons Gardner, MA 01440

Hours: Part Time includes weekends as needed

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 for long periods of time.

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