

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**REST AREA ATTENDANT/LANDSCAPER – JOB # NJ915**

**DEPARTMENT:** Janitorial Services Division (JSD)

**DISTRIBUTION DATA:** 726710

**EMPLOYMENT STATUS:** Full Time, Part Time and On-Call/Non-Exempt/Hourly

**REGULAR WORK SCHEDULE:** Contract hours of operation: 24 hour, 7 days a week

Assigned Shifts : 7:30 a.m. – 4:00 p.m., 3:30 p.m. – 12:00 a.m., 11:30 p.m. – 8:00 a.m.

Landscapers work 6 hours per day, 5 days per week, as assigned. Attendants work a regular schedule, as assigned.

May work any schedule or at any contract location, as needed.

**SALARY WAGE GRADE/RANGE:** \_\_\_\_\_

**REPORTS TO:** Rest Area Supervisor and/or VP of Operations/Contracts

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for completing the janitorial and landscaping duties at the Jefferson County Rest Area contract site, ensuring that specific contract requirements are completed.

**SUPERVISION RECEIVED:** Closely. Supervised by Rest Area Supervisor on day-to-day activities.

**SUPERVISION EXERCISED:** None.

**MINIMUM EDUCATION REQUIREMENTS:** HS diploma or GED equivalent plus 6 months related experience and/or training. Extensive related work experience considered in lieu of degree.

**JSD ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for completing the assigned janitorial/landscaping functions of the Jefferson County Rest Area contract.
  - a. Ensuring compliance with all contract specifications.
  - b. Ensuring that the Contract site Manager is pleased with the work being performed and that any special work requests are met with their approval.
2. Responsible for working as a member of the team in the JSD department at the assigned location.
  - a. Attending Rest Area staff meetings to review program operations, new policies, procedures and paperwork, Client issues, facility issues and other location/program concerns.
  - b. Working with the Rest Area Supervisor to create solutions for identified problems and to implement solutions within the facility.
  - c. Working diligently in the community to advertise GWIK and to create a positive image for all GWIK service programs in coordination with ET&R Management and the VP of Marketing.
  - d. Providing a good role model by following organizational policies and procedures.
3. Responsible for attending all required In-Service meetings and Community involvement activities as requested by the Rest Area Supervisor.
4. Responsible for working to achieve program goals and objectives in accordance with grant and/or contract requirements.
  - a.
  - b. Working with local and state contractors to instill confidence and assurance in using GWIK as an employment service.
5. Responsible for completing all reports, and other requested information in a timely manner as required by GWIK policy.
6. Responsible for maintaining a healthy and safe work site.
  - a. Reporting immediately any accidents or Worker's Compensation injuries to the Rest Area Supervisor and to the Human Resources department and completing the proper paperwork.
  - b. Ensuring that fire exits and shelter locations are understood by all staff and clearly identified for all visitors.
  - c. Ensuring that each Rest Area site is in compliance with GWIK, CARF, DOL, OSHA and TOSHA safety, housekeeping and hazmat procedures.
7. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
8. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Client Handbook.
9. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.
10. Responsible for working under the direct supervision of the Rest Area Supervisor to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the Rest Area Supervisor and/or VP of Operations/Contracts.

**REST AREA ATTENDANT/LANDSCAPER ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for completing the day-to-day janitorial/landscaping work at their assigned Jefferson county Rest Areas and establishing and maintaining productive working relationships with all Contractors and Inspectors.

- a. Responsible for completing the on-site janitorial and landscape contract work at the assigned Rest Area site and ensuring contract specifications are met. This includes, but is not limited to, cleaning bathrooms, sweeping and mopping floors, cleaning lunch/breakrooms, collecting and removing trash, dusting, cleaning windows, vacuuming floors, lawn mowing, raking, leaf blowing, picking up trash, landscaping upkeep, trimming, etc.
  - b. Tracking departmental/facility goals and objectives of programs and their degree of attainment.
  - c. Responsible for informing the Rest Area Supervisor of any maintenance repair or service required immediately upon discovery of problem.
  - d. Responsible for providing feedback to the Rest Area Supervisor concerning success/problems associated with the contract.
2. Responsible for providing reports, paperwork and timecards to the Rest Area Supervisor in a timely manner.
  3. Responsible for providing feedback to the Rest Area Supervisor concerning any problems at the facilities.
  4. Responsible for the health and safety of staff and all visitors at the assigned Rest Area site.
    - a. Ensuring that all hazardous materials/chemicals at the site are used properly and that disposal of all hazardous materials is conducted as per proper procedures.
    - b. Maintaining all required safety and first aid supplies; contacting the Rest Area Supervisor to order replacements, as needed.
    - c. Ensuring compliance with all DOL, TOSHA, CARF and GWIK safety guidelines.
    - d. Utilizing protective equipment, as needed when performing job (i.e., gloves, back braces, face shields, etc.).
  5. Responsible for maintaining supplies and janitorial equipment according to TOSHA standards and reporting any damage of said equipment to the Rest Area Supervisor.
  6. Responsible for informing the Rest Area Supervisor, in a timely manner, when unable to report to work at scheduled time, and/or if some extended time off is needed.
  7. Responsible for arriving when scheduled, and being dressed neatly and appropriately and meeting job requirements.
  8. Responsible for maintaining satisfactory attendance and punctuality based on GWIK policies and contract requirements.
  9. Responsible for assisting the Rest Area Supervisor and/or VP of Operations/Contracts, and other applicable GWIK supervisory staff with all other duties as assigned or requested.

**ANNUAL PERFORMANCE STANDARDS:  
POINTS RANGE                      STANDARD**

0-50	Contract Customer Service: Ensures that work is completed as per contract specifications; Good listening skills and remains calm when confronted with problems. Maintains a positive demeanor at all times. Open to new ideas or changes.
0-25	Inventory and care of GWIK Equipment/Vehicles: Ensuring all equipment is maintained in working order and that the cleanliness standards are adhered to. Ensuring all malfunctions or defects are reported immediately.
0-15	Miscellaneous Reports - Completes all paperwork and other assignments as required by this job description and the Rest Area Supv. in a timely manner and without errors as per GWIK
0-10	Initiative: Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the Organization's reputation. Willingness to work whenever needed. Takes initiative to build employee/customer loyalty.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Must have prior experience in a janitorial/landscaping work setting using applicable equipment. Prior experience working with people with disabilities and/or other disadvantages is preferred.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** None required.

**MINIMUM EXPERIENCE REQUIREMENT:** 6 months related experience and/or training.

**ACCESS TO CONFIDENTIAL INFORMATION:** None.

**HANDLE ORGANIZATIONAL FUNDS:** None.

**LANGUAGE SKILLS REQUIRED:** Level 2

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other staff members.

**MATHEMATICAL SKILLS REQUIRED:** Level 1

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

**REASONING ABILITY REQUIRED:** Level 2

Ability to apply common sense understanding to carry out detailed but uninvolved written and/or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**PHYSICAL DEMANDS:**

	AMOUNT OF TIME IN JOB			
	None	Under 1/3	1/3-2/3	Over 2/3

Standing	_____	_____	_____	<u>  X  </u>
Walking	_____	_____	_____	<u>  X  </u>
Sitting	_____	<u>  X  </u>	_____	_____
Using hands to feel or handle	_____	_____	_____	<u>  X  </u>
Reaching with hands and arms	_____	_____	_____	<u>  X  </u>
Climbing or balancing	_____	_____	<u>  X  </u>	_____
Stooping, kneeling, crouching, or crawling	_____	_____	_____	<u>  X  </u>
Twisting, bending, and turning	_____	_____	_____	<u>  X  </u>

<b>Weight lifted or force exerted:</b>	<b>None</b>	<b>Under 1/3</b>	<b>1/3 – 2/3</b>	<b>Over 2/3</b>
Up to 10 pounds	_____	_____	_____	<u>  X  </u>
10 – 25 pounds	_____	_____	_____	<u>  X  </u>
25 – 50 pounds	_____	_____	_____	<u>  X  </u>
50 – 100 pounds	_____	_____	<u>  X  </u>	_____
Over 100 pounds	_____	<u>  X  </u>	_____	_____

**SPECIAL VISION REQUIREMENTS:** Must have good close vision, have good peripheral vision, and no depth perception problems.

**ENVIRONMENTAL CONDITIONS:** Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

**OTHER SPECIAL REQUIREMENTS:** Must have reliable transportation to and from work. Must be able to pass a pre-employment security check (as applicable) and comply with the GWIK Drug/Alcohol Free Workplace Policy.

Initial: 6/02; Reviewed: 11/02; Revised 12/03; Revised 6/05; Revised: 5/06; Revised: 12/07; Reviewed 12/08; Revised 3/09; Revised 11/09