

ASSISI HEIGHTS POSITION DESCRIPTION

DEPARTMENT: Environmental Services

JOB TITLE: Environmental Services Manager

GENERAL SUMMARY

The Environmental Services Manager is responsible for the overall direction and coordination of the daily housekeeping and laundry operations. This position ensures clean, orderly and attractive conditions; inspects the facility; projects coordination with staff, vendors and contractors; department budget billing and other administrative tasks; coach, develop and train department employees. Behavior reflects the Mission of the Sisters of St. Francis to ensure a homelike quality of life for the Sisters. Assures confidentiality at all times with issues relating to residents, guests and fellow employees.

ESSENTIAL FUNCTIONS

- Formulates and administers the department budget based on housekeeping and laundry goals and financial resources.
- Maintains knowledge of federal, state and local regulations in the housekeeping and laundry departments.
- Participates in the recruiting, selection and orientation of qualified housekeeping and laundry employees.
- Develops, implements and administers a staffing and scheduling system for housekeeping.
- Provides Sisters and tenants with supplies and assists them with their needs as it pertains to the department.
- Makes rounds on a regular basis throughout the house to provide help or consultation to staff and assure quality of work.
- Ensures work performed meets specifications and established standards.
- Maintains inventories to ensure that supplies and equipment are available in adequate amounts.
- Collaborates with Assisi Heights Human Resources on issues including, but not limited to, recruiting, staffing, employee corrective action, performance appraisals, wage adjustments, payroll data, maintaining information in personnel file, and workers compensation.
- Coordinates activities with other departments to ensure that services are provided in an efficient and timely manner.
- Collaborates with Mayo Room reservations for daily scheduling of all Canticle Hall rooms and the auditorium.
- Assists with cleaning duties as necessary.
- Assists with phone and voicemail set-up and troubleshooting.

OTHER FUNCTIONS

- Tours Canticle Hall rooms with Mayo staff regarding technical and environmental service needs for classes, seminars and meetings if requested.
- Participates in appropriate meetings and committees and other duties as assigned by the Administrator.
- Keeps abreast of new trends in housekeeping, laundry and management skills by attending appropriate meetings and seminars.

COMPETENCIES AND/OR SPECIAL REQUIREMENTS

- To perform the job successfully, an individual should demonstrate the following competencies:

Attendance/Punctuality	Teamwork	Dependability
Customer Service	Safety and Security	Motivation
Attention to Detail	Problem Solving	Efficiency
Friendliness	Confidentiality	Person Directed Living Philosophy

- Must pass a background investigation, including a criminal history investigation.

QUALIFICATIONS

- Three-five years of experience in management of housekeeping and custodial staff.
- Bachelor of Science degree in related field preferred.
- Knowledge of Microsoft Office, especially Excel and Word.
- Knowledge of most suitable cleaning materials for different types of linens, furniture, flooring, and surfaces.
- Skill in the operation of required housekeeping, custodian and laundry equipment.
- Strong problem solving skills.
- Good communication skills.
- Good time management skills.
- Good organization skills with special emphasis on scheduling and budgeting.
- Ability to approach people in a manner which creates harmony and promotes cooperation.
- Ability to understand and follow written and verbal instructions.
- Ability to establish and rearrange priorities.
- Ability to train others in the use of chemicals and to operate equipment safely.

WORKING CONDITIONS

- Standing, walking, bending, stooping, lifting, stretching, reaching, carrying, grabbing, pushing, auditory and visual acuity, color discrimination and manual dexterity required on a daily basis.
- Objects required to be lifted, pushed, pulled and/or carried range from 25-50 pounds on an occasional basis.
- Exposure to a variety of chemicals on a daily basis.
- Exposure to wet or humid conditions.
- Exposure to latex, detergents, fumes, airborne particles and varied noise levels.

ACCOUNTABILITY: Reports to the Administrator
POSITION LEVEL: E-2
FLSA: Exempt
DATE PREPARED: October 2014
DATE UPDATED: May 2017, January 2020

SIGNATURES:
The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties and skills required.

Employee: _____ Date: _____
Manager: _____ Date: _____
Director or: _____ Date: _____
Congregational Leadership