

Lead Worker—UY4077

Environmental Services

Job Overview:

The Environmental Services Lead Worker may work in any location on the campus. This individual assists the ESA Supervisor by leading and directing small teams, ensuring that the quantity and quality of the work being performed by other ESAs meet Sodexo's cleanliness standards and is maintained at that level. The ESA Lead Worker also performs custodial duties as needed in order to keep campus buildings in a clean and orderly condition. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position.

Primary Duties and Responsibilities

- Serves as a working lead coordinating activity of employees engaged in activities for general housekeeping of buildings throughout campus and ensuring tasks are performed at the expected cleanliness levels
- Provides instruction, coaching and development to ESA's for all aspects of performance and minor policy related issues
- Provides training according to Sodexo standards including new hire training, method training, and equipment and floor care training
- Relays weekly/daily objectives from supervisor to frontline team members and conveys any building-related concerns to the ESA Supervisor
- Conducts huddles with team to communicate building needs, event assignments, building events and other important topics for communication
- Maintains excellent communication with supervisor regarding absentee coverage, project work, event coverage, equipment/supply issues, employee concerns/issues, work order and customer concerns/issues
- Conducts daily inspections to ensure team members are performing to Sodexo cleaning standards
- Conveys expectations set forth by supervisor in terms of quality and quantity of work to team members
- Ensures proper working order/safety of equipment and reports repairs as needed
- Supervises the ESA staff at special events and ball games, which requires mandatory overtime
- Ensures team has the necessary supplies and equipment to complete daily assignments and project work
- Promotes a positive work experience in relation to university and departmental missions and goals
- Notify supervisor concerning damage, vandalism, unsafe conditions, thefts, as well as the need for repairs
- Assist building security and safety by performing such tasks as locking doors and turning off lights prior to leaving assigned work areas
- Operate University vehicles

ESA Lead Workers will be required to perform the following duties when assisting team members to meet deadlines, performing absentee coverage, during project work, event coverage and as business needs require:

- Clean university classrooms, residence halls, laboratories, hallways, lobbies, lounges, restrooms, locker rooms, athletic areas, corridors, elevators, stairways and as well as any other public areas
- Dust furniture and equipment, clean chalkboards, draperies, and upholstered furniture
- Polish wood and metal work
- Clean windows/sills, door panels, wash walls and ceilings, and polish woodwork & metal work
- Service, clean and supply restrooms
- Gather and empty wastebaskets, segregate recyclables and transport trash to disposal/collection areas
- Clean building floors by sweeping or vacuuming, mopping, scrubbing, sealing, finishing and polishing
- Transport equipment and/or supplies between buildings as required
- Move furniture and/or set up tables and chairs

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Knowledge and Skills Essential for Success

- Knowledge of machines and tools needed for the cleaning industry to include carpet cleaning equipment, floor polishers, floor washing machines, scrubbers
- Knowledge of the correct procedures in relation to all cleaning tasks, safety and equipment use including comprehensive knowledge of chemicals
- Knowledge of principles and processes for providing customer and personal services including needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, and coordination of people and resources
- Skill to motivate, develop and direct people as they work and identifying the best people for the job
- Excellent communication and time management skills
- Strong attention to detail with the ability to work effectively in a service-oriented environment
- Ability to provide excellent customer service to both internal and external business contacts
- Ability to provide on-the-job training/coaching to team members
- Possess strong problem-solving skills with the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Ability to monitor and assess performance of yourself and one's team members to make improvements or take corrective action
- Must be familiar with and have experience in the use of radio protocol
- Possess intermediate computer skills, familiar with web/internet navigation, and willingness to learn and utilize new technology-based products as applicable.

General Qualifications:

- Overtime is expected during ballgames and special events that require housekeeping services. All team members are expected to pull their turn in the regular overtime rotation process.
- Must comply with any dress code requirements.
- Must be able to wear protective eye wear, gloves, and slip-resistant shoes during work times for safety

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- The ability to use your feet and legs to support body trunk repeatedly or continuously over time without "giving out" or fatiguing.
- The agility to ascend (climb) and descend stairs at a normal and safe pace without "giving out" or fatiguing, to move laterally (side-to-side) in each direction without "giving out", and to raise feet to safely step over obstacles up to eight (8) inches above the floor level.
- Must be able to perform strenuous physical labor, which includes lifting/moving up to 10 lbs. on a regular basis, moderate lifting/moving up to 25 lbs. frequently, and lifting/moving up to 40 lbs. occasionally
- Ability to work in a standing/walking position for long periods of time (up to 8 hours).
- Ability to reach, bend, stoop, push and/or pull

Working Conditions (may add additional conditions specific to defined work location):

- Generally in an indoor setting; however, may participate in or supervise outside activities and events.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.

- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.

Minimum Training/Experience Required

- High School diploma, GED or equivalent experience.
- Minimum two years' experience performing custodial duties
- High-level working knowledge of all standard cleaning procedures
- Demonstrated knowledge and history of following all standard Safety practices
- Must be able to maintain status to drive University Vehicles (qualify for and remain eligible to be on the Approved Driver List)

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
(Employee's Name)

Manager _____ **Date** _____