

**TESH, INC.**  
POSITION DESCRIPTION  
***JANITORIAL SUPERVISOR***

Reports to: Janitorial Services Manager  
FLSA Status: Non-Exempt

Department: Janitorial Services  
Division: Business & Employment

**POSITION SUMMARY:**

Responsible for supervising a crew of adults with varying levels of abilities and disabilities in their janitorial work performed as defined in the service contract for one or more specified commercial locations. Assist with completion of Janitorial tasks as needed.

**ESSENTIAL FUNCTIONS:**

Supervisory Responsibilities – Supervise daily operations of the janitorial crew to which you have been assigned. This includes but is not limited to:

- o Providing the janitorial technicians (staff and/or client) with direction regarding contract requirements and job performance, including creating schedule and task responsibilities for the crew each day. Assist crew in completing the work itself as needed for quality and efficient work completion. Document hours worked as appropriate.
- o Support crew members by providing timely and thorough training and feedback. Oversee new employee training and ongoing training for all members of the crew.
- o Establish minimum work expectations, including time on and off the job, reinforcing same, and providing feedback to crew members and manager regarding performance against these expectations.
- o Obtain tools necessary for the job to be completed. Inform Janitorial Manager of any needs which can not be satisfied under current budget and equipment.
- o Maintain inventory of supplies necessary to clean the assigned location(s); advising Janitorial Manager in timely fashion as additional supplies are needed. Document the supplies used each month. Report any product concerns to Janitorial Manager.
- o Responsible for assuring proper use of company resources including cell phone, vehicle(s), and cleaning equipment.
- o Report any accidents or incidents within 24 hours on the proper form as per standard TESH procedure. Report any potentially unsafe conditions. Follow policy and procedures established by Rehabilitation Committee for client interaction, including timely, thorough, and objective reporting as required including documentation of behavioral issues within 24 hours. Refer behavioral issues to appropriate client case manager when appropriate.
- o Complete time studies (at least one per month, and all other reporting required by TESH, the funding agency, or the contract in a timely, thorough, and objective manner.
- o Complete payroll, daily data worksheets, and other client paperwork at the end of each shift. Submit timesheets and payroll records upon completion of pay period.

- o Transport crew to/from cleaning location(s) as needed.
- o Maintain record of customer interactions, including complaints; assure copies are maintained in customer contract binder at the main office for access by Janitorial Manager and Production Services Manager.
- o May serve as back up crew supervisor for another crew as needed.

**ESSENTIAL EXPECTATIONS:**

Core Purpose and Values – Positively represent TESH Core Purpose and Values as documented in the TESH handbook in day to day interactions. Serve as advocate for all consumers. Ensure that all consumer interactions are positive and appropriate.

Customer Service and Communication Responsibilities – Use assertive and professional written and verbal communication in all interactions with clients, employees, co-workers, and customers. Follow TESH Code of Customer Service and focus on providing excellent customer service to all customers. Comply with Code of Ethics.

General - Attend meetings as requested. Responsibly monitor time. Serve on TESH committees as appropriate or requested. Clear additional duties and/or overtime with supervisor prior to taking them on.

**QUALIFICATIONS:**

Minimum of High School degree or its equivalent. Minimum of one year paid experience as a janitor required. Minimum of six months supervisory experience required. Experience working with persons with disabilities appreciated; previous experience and/or training as job coach desired. Strong verbal communication skills supporting interactions with individuals with various abilities and disabilities, including positive customer interaction, required. Written communication skills must support compliance with TESH and funding agency reporting requirements, with minimal supervision. Must be able to work independently and make responsible decisions in the best interest of the customer, clients, and company. Must have good driving record, valid driver’s license, and be able to show proof of liability insurance. Must be able to pass criminal history background check and drug/alcohol screening, and work in a drug/alcohol free work environment.

**JOB FACTORS AND PHYSICAL REQUIREMENTS:**

Typical work schedule will fall between 36 and 40 hours per week. Position is entitled to overtime compensation when over 40 hours are worked within the work week (Sunday through Saturday). Must be able to lift at least 50 pounds on a semi-regular basis. Will be required to stand for a minimum of four hours at a time, twisting, bending, and stooping on a regular basis. Required to climb ladders as needed to complete the job. Will be required to work with chemicals and solutions to meet contract requirements. Must be able to physically assist clients in the performance of their job duties.

**RISK OF EXPOSURE TO BLOOD BORNE PATHOGENS CLASSIFICATION: II**

(Please refer to Position Description Addendum C)