

HOUSEKEEPER POSITION DESCRIPTION

Summary

Clean assigned areas and maintain the property in attractive, safe and quality condition and provide customer service.

Reports to

Maintenance Supervisor and Property Manager (or Assistant Manager in Property Manager's absence.)

Supervises

No direct reports. Works with other employees to ensure necessary tasks are completed.

Position Controls

Not authorized to sign any contracts, agreements or other written agreements with vendors, suppliers, contractors, residents or any other person seeking to do business with the apartment community. Not authorized to make policy changes. Not authorized to give out confidential company information including resident information and current or former employee information. Must keep confidential all personal information furnished to us by rental applicants and residents.

Work Hours

40 Hours per week including weekends and "on call" emergencies, if required. Overtime when requested and prior, written approval received.

Qualifications

Minimum qualification requirements for the position are:

- One year experience housekeeping in property management or similar position
- Ability to be available to work as scheduled and as necessary
- Drug free
- Ability and skills to perform job functions (please see below)

Required qualifications relating to experience, skills, training and certifications will vary by property. The style of the property and its special needs will usually determine the necessary level of experience, skills and training.

Skills

Interpersonal skills and customer focus are prerequisites for the position. In addition, the position requires the following:

- Ability to clean buildings, units, offices, driveways and walkways, and other areas of the property
- Ability to operate golf carts
- Good image
- Customer service orientation
- Ability to understand and carry out oral instructions

Skills (continued)

- Ability to read and carry out written instructions

Job Functions

Essential functions of the position are to:

- Clean office, recreational rooms, models, and office restrooms according to company standards on a daily basis before 9:00 a.m.
- Clean and maintain laundry facilities daily
- Clean all vacant units for leasing in a timely manner according to company standards. Complete a Cleaning Checklist for each unit cleaned.
- Transport cleaning supplies and equipment where needed (move heavy objects).
- Maintain inventories of cleaning supplies and equipment on hand and notify Maintenance Supervisor of items to order.
- Cleaning responsibilities may also include some groundskeeping and trash removal
- Assist in inspecting and maintaining the property, buildings and equipment in an attractive, clean and safe condition at all times in accordance with company policies and procedures.
- Assist in ensuring that the grounds, buildings and units are fully functional, safe and attractive.
- Notify the Maintenance Supervisor and Property Manager immediately of any emergency conditions such as sewer backup, flooding and defective lighting.
- Follow all safety procedures including wearing safety and protective clothing. Report any safety hazards found and correct on a timely basis.
- Adhere strictly to the requirements of the Safety Manual.
- Attend company meetings, training and safety seminars.
- Perform other property related tasks assigned by Maintenance Supervisor or Property Manager.

Miscellaneous

Position requires employee to wear appropriate apparel.

Physical Functions

The necessary physical functions for the position include standing, walking, lifting, pushing, pulling, climbing, stooping, kneeling, bending, reaching, writing, driving, talking, hearing, seeing, and ability to cope with environmental conditions inside the buildings and outside throughout the year.

I understand that this position description describes the job duties in general and does not necessarily include all functions.

Employee Signature

Date

Supervisor Signature

Date