

**POSITION TITLE:** Industrial Housekeeping Supervisor/Trainer

**DEPARTMENT:** Step-Up

**STATUS:** Non-exempt

**SALARY:** \$22.76/hour, plus benefits

**POSITION SUMMARY:**

Under the direction of the Step-Up Program Instructor, the Industrial Housekeeping Supervisor/Trainer (Assistant Coordinator for the Apartment Prep team) is responsible for training, coaching, and supervising a team of employee-trainees enrolled in a workforce training apprenticeship program in skills primarily involving general cleaning, maintenance, and turnover of vacant apartments. This includes, but is not limited to, minor spackling and painting, stripping and waxing floors, replacing floor tiles, and complete cleaning and sanitization of vacated apartments in preparation for new tenants. The candidate must be bilingual (English/Spanish), have a positive, upbeat, and patient personality, as well as excellent conflict resolution, time management, and coaching skills. Hours of work are Monday through Friday, 8:00 a.m. through 4:30 p.m.

**ESSENTIAL FUNCTIONS:**

1. Work with the Step-Up Program Instructor to develop, mentor, and train participants enrolled in the Step-Up Apprenticeship Program in important workforce-ready skills.
2. Work in conjunction with other WHA departments, including Maintenance and Property Management to devise, plan, prioritize, and schedule work.
3. Work with the team, training, coaching, and working alongside them on tasks such as minor spackling and painting, stripping and waxing floors, replacing floor tiles, and complete cleaning of vacated apartment units.
4. Track and prepare daily reports, weekly payroll logs, and monthly reports for submission to the Step-Up Program Instructor, including productivity reports and personnel evaluations, as well as required reporting for the Massachusetts Division of Apprentice Training and the U.S. Department of Housing and Urban Development.
5. Work with the Step-Up Program Instructor and the Director of Training & Development to schedule all required training for assigned employees, including in-service training, educational training, certification courses, and fieldwork.
6. Monitors projects for compliance with WHA objectives and expectations with regard to quality levels, timeliness, productivity, and budget.
7. Performs similar, job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. High school diploma or equivalent;
2. Minimum of two (2) years supervisory experience;
3. Minimum of two (2) years' experience training and coaching staff;
4. Bilingual (Spanish/English) required;
5. Valid, insurable driver's license;
6. Knowledge of apartment turnover, housekeeping, and maintenance practices;
7. Knowledge of and familiarity with workplace safety practices;
8. Pleasant and calm demeanor, superior customer service skills;
9. Ability to work effectively and independently with a diverse population;
10. Ability to foster team-building and to motivate staff;

11. Ability to type quickly and accurately, and to use office equipment such as phones, fax machines, copiers, and scanners;
12. Ability to prepare reports using Microsoft Office products, specifically Excel, Word, and Outlook, and ability to quickly learn computer software programs;
13. Ability to be relied upon to be available for work.

**ENVIRONMENTAL & PHYSICAL REQUIREMENTS:**

This position requires working indoors and outdoors in all weather conditions and is subject to heavy and strenuous work. May encounter undesirable pests.

**Environmental Parameters:**

1. Ability to work in a public housing environment [within occupied and unoccupied units, common spaces, boiler rooms, elevators, other closed areas, roofs, outside areas of properties] in all weather conditions [hot, cold, humid, dry and wet].
2. Ability to work in an environment with conditions such as sleet, snow, dust and dirt, as well as cramped quarters and high places.
3. Ability to work in environment with conditions which may include: fumes, odors, gases, chemicals, dust, grass, weeds and pollen as well as decibels in the range of 30-65.

**Physical Requirements:**

1. Constant [over 70% of the time]
  - a. Repetitive arm/hand movement
  - b. Eyesight and hearing
  - c. Bending and twisting at waist
  - d. Reaching above shoulder
  - e. Lifting and carrying 25 pounds
  - f. Driving
2. Frequent [30-70% of the time]
  - a. Lifting 50 pounds
  - b. Climbing ladders
  - c. Kneeling and squatting
  - d. Standing and walking
3. Occasional [10-30% of the time]
  - a. Sitting
  - b. Lifting up to 75 pounds
  - c. Pushing and pulling
  - d. Crawling
  - e. Climbing stairs