



**Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605**

POSITION TITLE: Step-Up Team Leader

DEPARTMENT: Step-Up

STATUS: Non-Exempt

SALARY: \$21.86 per hour

POSITION SUMMARY:

Under the direction of the Step-Up Program Instructor and the Assistant Coordinator, the Step-Up Team Leader is responsible for assisting in supervising and coaching a team of employee-trainees enrolled in a workforce training apprenticeship program. The Team Leader will provide guidance to apprentices learning skills primarily involving general cleaning, maintenance, and turnover of vacant apartments, and/or floor care, grounds maintenance and landscaping, snow removal, and other general facilities maintenance tasks. The Team Leader 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. with occasional overtime.

ESSENTIAL FUNCTIONS:

1. Works under the direction of the Assistant Coordinator to train and mentor participants in one of the Step-Up apprenticeship programs.
2. Operates equipment including, but not limited to WHA vehicles, snow equipment, lawn cutting equipment, and power tools, which do not require a special license.
3. Performs grounds and facilities maintenance, cuts and rakes grass, performs snow/ice removal, landscaping and landscape design, floor care, and/or apartment unit turnover preparation.
4. Performs incidental minor repairs and preventive maintenance adjustments to small engines and hand tools that do not require the assistance of WHA vendors.
5. Strives to ensure that projects are in conformance with WHA objectives, quality levels, timelines and budget.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent.
2. Minimum of two (2) years' experience in a similar field.
3. Knowledge of good safety practices (OSHA) preferred.
4. Ability to perform manual, labor-related tasks.
5. Ability to foster team building and to guide, coach, and lead a team with a positive attitude and excellent customer service.
6. Ability to understand and effectively give oral and written instructions.
7. Ability to work with a diverse population of adults.
8. Ability to mediate conflict effectively and to remain calm in tense situations.

9. Ability to be relied upon to be available for work.
10. Possess a valid, insurable driver's license.