

**LAND OF LINCOLN GOODWILL INDUSTRIES  
JOB DESCRIPTION**

<b>JOB TITLE</b> Janitorial Crew Chief	<b>DEPARTMENT / DIVISION</b> Rehabilitation
<b>SUPERVISOR</b> Rest Area Maintenance Supervisor	<b>LOCATION</b> Rail Splitter Rest Area
<b>CLASSIFICATION</b> Non-exempt	<b>POSITIONS SUPERVISED</b> Janitors, Service Participants

**I. POSITION CONCEPT**

Under the direction of the Rest Area Maintenance Supervisor, performs day-to-day operations at the Rail Splitter Rest Area in relation to service participants training, manpower allocations, record keeping, inventory control, quality control and other related assignments.

**II. ESSENTIAL JOB DUTIES**

- Trains assigned service participants in all facets of janitorial work, including safe and efficient operation of equipment and supplies, cleaning techniques, time management and development of good work habits.
- Allocates service participants to specific work assignments to complete all specifications outlined in the contract on a daily basis.
- Works with service participants in the performance of the duties outlined in the contract specifications.
- Provides Rest Area Maintenance Supervisor with ongoing communication regarding progress of service participants, concerns or problems and contract progress or problems.
- Conducts daily quality inspections of all work assignments.
- Ensures the proper usage, maintenance and cleaning of equipment and the efficient usage of all supplies.
- Stores chemicals in a safe manner.
- Orders needed supplies and maintains established minimum inventory on hand at all times.
- Ensures timely performance of mowing and snow removal duties; maintains bushes and shrubs; maintains flower beds.
- Ensures that restrooms are kept clean and neat at all times, including stools, urinals, basins, floors, walls and entryways. Ensures that soap dispensers are kept full and that toilet paper holders are kept stocked.
- Ensures that trash cans are emptied as needed, and that trash is taken to the dumpsters. Ensures that all trash is picked up from entire grounds, including drive, parking areas and grassy areas. Keeps picnic tables clean and free of clutter.
- Maintains timely and accurate record keeping of the crew's work hours, attendance and other reports that may be required by management.
- Ensures the safety, good conduct and well-being of all service participants.
- Serves as a good role model for all service participants.
- Maintains good customer relations and rapport with appropriate customer personnel.
- Performs other duties as assigned or required.

**III. EQUIPMENT AND TOOLS USED**

Mops, mop buckets, brooms, dust pans, vacuums, cleaning solvents, string trimmers, snow removal equipment, rock salt, etc.

**IV. REQUIREMENTS**

- High school diploma or equivalent.
- Two years work experience in the janitorial field.
- Basic reading and writing skills.
- DSP trained, or ability to become DSP trained.
- Requires strong customer service skills and the ability to communicate effectively with staff.
- May require use of personal vehicle to transport service participants and/or equipment as needed.

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- Requires valid Illinois drivers license, good driving record and proof of insurance.
- Requires the ability to maintain confidentiality of information related to LLGI operations, financial matters and personnel matters.
- Requires ability to understand and comply with the state's rest area contract.
- Follows the dress code as directed by Goodwill and display a professional image and attitude.
- Ensures compliance with all Agency policies, procedures and safety standards throughout areas and maintain same to meet CARF, DOL and other applicable regulatory standards.
- Requires ability to be consistently at work and on time on scheduled work days.
- Requires ability to work a variety of schedules.
- Requires knowledge of company policies and procedures.
- Requires ability to follow and enforce all LLGI policies and procedures.
- Requires the ability to supervise and interact with people with disabilities in a manner which enhances their dignity, privacy and confidentiality.
- Requires strong written and verbal communication skills.
- Requires ability to work independently while fostering a strong team atmosphere.
- Requires ability to complete tasks on time or communicate issues / problems with the appropriate person.
- Requires ability to promote a safe working environment and to ensure that all safety procedures are followed.
- Requires ability to successfully complete pre-employment drug screen, reference check and criminal background investigation.

**V. PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

- Requires full use of body and ability to carry, lift, push or pull up to 70 pounds.
- Requires ability to stand and walk for extended periods.
- Requires ability to reach, bend, stoop and twist.
- Requires ability to perform physical tasks associated with a variety of cleaning and custodial duties such as emptying trash containers, sweeping, mopping, shoveling snow, etc.
- Subject to outside environmental conditions; exposure to heat and cold and weather conditions.
- Exposure to cleaning solvents.

**VI. CONTACTS**

- Rest area patrons
- Service participants
- Other LLGI staff
- Rehabilitation staff
- Representatives of Illinois Department of Transportation
- Vendors

**Acknowledgement of Position:**

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept that these are the responsibilities and requirements of the position.

Employee Name (Please Print) \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_