



# JOB DESCRIPTION: HOUSEKEEPER/PORTER

A HOUSEKEEPER/PORTER'S DUTIES AND RESPONSIBILITIES WILL INCLUDE, BUT WILL NOT BE LIMITED TO THE FOLLOWING TASKS:

## BASIC FUNCTIONS:

- Responsible for helping to maintain the entire property in an attractive, comfortable condition.
- Assists in trash pickup on the property.
- Assists in all types of cleaning, when necessary and as requested.
- Assists in completing the clean on corporate units, turnovers/make-readies of vacant units, as requested.
- Assists with resident functions, as requested.

## RELATIONSHIPS:

- Reports to Maintenance Supervisor and Property Manager on a regular basis, as directed.
- Maintains good relationship with other staff members, working with the Leasing Office and under the direction of the Maintenance Supervisor.
- Maintains good rapport with outside, contract vendors working on the property.
- Maintains good rapport with current and prospective residents.

## RESPONSIBILITIES:

The activities listed below are not all inclusive; however, they are indicative of the types of activities normally performed by the Housekeeper/Porter.

- Performs daily cleaning of office, clubhouse, kitchen, model(s) and show unit(s), including vacuuming and dusting, as needed.
- Daily cleaning of laundry rooms.
- Helps clean grounds and all common areas daily.
- Complete all duties regarding make-ready/vacant units including cleaning of the following:
  - Appliances
  - Windows
  - Floors
  - Bathroom fixtures
  - Cabinets – inside and outside
  - Vacuuming
  - Light fixtures – inside and outside entry doors
  - Outlet covers
  - Drapery rods
  - Patio/balcony

- Light bulb changing/replacement
- Assists in maintaining inventory of cleaning and bathroom supplies.
- Notify maintenance of burned out light bulbs, broken globes, etc., in units and throughout the exterior of the property, as needed.
- Observes condition of property in general and reports any unusual circumstances.
- Enters occupied apartments to perform necessary cleaning, as requested.
- Cleans up thoroughly after performing work.
- Notifies Maintenance Supervisor and/or Property Manager, as directed, regarding any supplies necessary to complete cleaning requests.
- Follows company procedures regarding safety and emergencies.
- Attends employee meetings and training seminars, as requested.
- Wears company uniform and badge during work hours.

#### **BASIC QUALIFICATIONS:**

- High School diploma or equivalent.
- Above average written and oral communications skills.
- Ability to communicate effectively in the predominate business language, English.
- Reliable transportation.
- Valid Driver's License.
- Uses good safety habits at all times.
- Neat, clean appearance.
- Compatible with wide range of people.
- Needs to be thorough, reliable, responsible, honest, organized, flexible and be service-oriented.

#### **BASIC PHYSICAL REQUIREMENTS:**

- Frequent lifting, carrying, pushing or pulling 20-50 lbs and constantly moving furniture and/or appliances correctly and safely.
- Body agility is important.
- Ability to maintain equilibrium is also important to prevent falling from high places or when walking, standing or crouching.
- Stooping – downward and forward by bending legs and spine at the waist, requiring full use of the lower extremities and back muscles.
- Frequent kneeling and bending legs at the knees to come to rest on one or both knees.
- Frequent crouching downward and forward by bending legs and back/spine.
- Frequent reaching by extending hand(s) or arm(s) in any direction.
- Frequent handling of various sizes and weights of items. Needs the ability to seize, hold, grasp turn or otherwise work with one or both hands. Fingers are involved only to the extent that they are an extension of the hands, such as to turn a switch or replace a light bulb.