



Bethesda Home of Aberdeen  
Parkside Retirement Community

### **Job Description**

**TITLE:** Tenant Services  
**DEPARTMENT:** Housekeeping  
**SUPERVISOR:** Director of Parkside Retirement Community

#### REQUIREMENTS AND QUALIFICATIONS:

**Education:** High school education or equivalent.  
**Experience:** None. On the job training provided.

#### POSITION SUMMARY:

The primary purpose of your job position is to perform the housekeeping, cleaning and disinfecting functions of the common's areas including but not limited to resident apartments rooms, hallways, lounges, offices, dining room, sunroom area, kitchen, and work areas in accordance with current regulations and guidelines. Assist with lunch duties to include clean-up.

#### DUTIES AND RESPONSIBILITIES:

- Perform assigned day-to-day housekeeping functions.
- May be required to clean additional areas than those assigned.
- Perform specific tasks in accordance with daily work assignments and established housekeeping procedures.
- Clean furnishings, fixtures, ledges, windows, mirrors, in commons areas including recreational areas, lobby areas, bathrooms, kitchen areas, dining areas, entry areas, hallways.
- Clean floors, to include sweeping, damp/wet mopping, vacuuming, shampooing, disinfecting, etc.
- Ensure vacant apartments are clean and ready to receive new tenants.
- Clean walls and ceiling by washing, wiping, dusting, and spot cleaning.
- Remove garbage from receptacles and take to dumpsters. Replace liners.
- Moves furniture with or without assistance to perform cleaning duties.
- Clean work/supply carts, equipment, etc., as necessary/directed.
- Set up dining room, serve lunch meal and drink in dining area in a timely manner.
- Clear dishes and food trays from tables in dining room; clean tables.
- Scrape and wash dishes and utensils.
- Operates/cleans automatic dishwasher per departmental operating procedures
- Sort and return clean dishes and utensils to proper place. Inspect dishes for cracks or chips and discard as appropriate.
- Assure dishes, utensils, etc., are readily available for the next meal.

### JOB EXPECTATIONS:

- Follow established safety precautions when performing tasks and using equipment and supplies.
- Assure that work performance is to the best of ability and effort.
- Be accountable for use of time.
- Adhere to work schedules as closely as possible including time and attendance. Proper notification of an absence is essential.
- Exhibit a clean, neat, and professional appearance. Adhere to the appearance and dress codes of the facility.
- Assure that assigned work areas are maintained in a clean, safe, comfortable, and attractive manner and equipment, tools, supplies, are properly stored. Report all hazardous conditions or equipment.
- Assure that established infection control practices are maintained at all times.
- Must be able to deal tactfully with co-workers, tenants, visitors, government agencies and the public.
- Follow established department and facility policies and procedures.
- Complete proper reports and forms when required as established by department and facility policies and procedures and/or as requested.
- Report all accidents/incidents.
- Handle unanticipated events in a professional and calm manner.
- Must work harmoniously with tenants and with other staff in other areas.
- Must represent facility in a calm and pleasant manner.
- Attend and participate in in-service educational classes, departmental meetings, staff meetings, and committee meetings.
- Maintain the confidentiality of tenants, and co-worker information.
- Honor the tenants' personal and property rights.

### PHYSICAL DEMANDS:

Must be able to move intermittently throughout the workday.

Must be able to speak and write the English language in an understandable manner.

Must be able to cope with the mental and emotional stress of the position.

Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.

Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.

Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.

Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.

Must be able to push, pull, move, and/or lift a minimum of 50 pounds to a minimum height of 3 feet and be able to push, pull, move, and/or carry such weight a minimum distance of 12 feet.

May be necessary to assist in the evacuation of tenants during emergency situations.

### **Reasonable Accommodation Statement**

Consistent with the Americans with Disabilities Act (ADA) and state civil rights law, it is the policy of Bethesda Home of Aberdeen to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact the Human Resources Department at 605-225-7580, [lynnwanner@aberdeenbethesda.org](mailto:lynnwanner@aberdeenbethesda.org).

### **ACKNOWLEDGMENT**

I have read this job description and fully understand the requirements and expectations set forth therein. I hereby agree to abide by all standards, policies, and procedures of the facility. This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. I am aware that additional duties may be required of the position that are not currently listed and Bethesda has the right to amend, supplement, modify or eliminate one of more of the provisions within, without prior notice.

I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature – Tenant Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature – Director of Parkside Retirement Community