



**FLETCHER PARK INN**  
A Ministry of FAI

## Overview of Role

<b><u>Position:</u></b>	<b>Community Housekeeping Team Lead</b>	<b><u>Department:</u></b>	<b>Fletcher Park Inn Custodial Services</b>
<b><u>Class:</u></b>	<b>Full-Time w/ Benefits</b>	<b><u>Wage:</u></b>	<b>DOE</b>
<b><u>Status:</u></b>	<b>Hourly Non-Exempt</b>	<b><u>Reports to:</u></b>	<b>Housekeeping Team Supervisor</b>
<b><u>Notes:</u></b>		<b><u>Revised:</u></b>	<b>10/20/2023</b>

### Our Mission:

We are a community of believers operating Adventist schools, ministries, and businesses in harmony to educate youth to have a transforming influence on the world as disciples of Christ.

### Our Vision:

To graduate students with the highest standard of intellectual and moral culture and thus be the leading sustainable Adventist educational model and resource for Christian leaders.

### Fletcher Park Inn's Mission:

To be a friendly and caring independent retirement community while supporting Christian education at Fletcher Academy.

### Why (Supports Mission & Vision in the following ways):

- Fletcher Park Inn is a place to “Live with Purpose” in an independent living community near to vibrant, active church families, a large AdventHealth community presence including a regional hospital across the street, and the Fletcher Academy Campus, offering physical, mental, social, and spiritual Food for Life. We desire to create and maintain a community of residents who are engaged stakeholders of our mission and ministry, where each resident is able to fulfill a greater purpose by being involved with the schools, businesses, and ministries of Fletcher Academy, Inc. Ministries. The community itself should be a haven which provides safe, affordable, attractive spaces that support body, mind, and spirit by offering a dynamic, fulfilling, peaceful, and compelling place to visit, spend time, and call home during a special part of life.

- We also seek to fully utilize a vitally important ministry owned by the organization to offer a strong value proposition (Villas, Apartments, and Rentals) where residents are called to Live with Purpose. This supports the practice of good stewardship of our land and building assets to generate revenue that supports the overall mission and sustainability of our organization.
- Fletcher Park Inn is a vital part of a Fletcher Academy education, which features an integrated work-study program as an essential component of its curriculum. Students work nearly everywhere on our campus, building practical skills and developing a strong work ethic as they are trained and mentored by caring, knowledgeable, patient, and kind supervisors who help to encourage each student on their teams to “Find your Purpose.”
- Fletcher Park Inn is home to our residents during a special time of life. Housekeeping services are one of the critical “touchpoints” which offer an opportunity to differentiate our Christian Seventh-day Adventist values in our community in a tangible way. Housekeeping is not viewed as “a job” here; being a Community Housekeeping Specialist is a ministry, not only in providing cleanliness, but also in being a leader/mentor of the student work program and a caring heart for residents’ needs and desires. The right team fit will have a strong desire for serving our Creator God, display attributes which emphasize order, cleanliness, and uncommon attention to detail, a Christlike love of people of all ages and walks of life, and a respect of our residents’ preferences for their closest environs (their homes), and a passion for working alongside young people.

#### **How (Essential Duties and Responsibilities):**

- **Oversees** all areas of custodial operations including laundry, routine and non-routine custodial / housekeeping services for all apartments and common areas of the Fletcher Park Inn Clubhouse.
- **Leads** by example, demonstrating proper cleaning techniques and inspiring student workers and adult team members to ensure cleaning and housekeeping tasks are being performed properly with the highest standards in mind.
- **Displays** a strong desire for serving our Creator God through cheerful, dependable, diligent personal service, effectively mentoring student and adult employees to promote core attributes of order, cleanliness, and uncommon attention to detail.
- **Maintains** cleanliness of resident apartments, common areas, hallways, and exterior areas of the Fletcher Park Inn main building (clubhouse), including vacuuming, dusting, sweeping, mopping hard surfaces, and providing general cleaning in apartment bathrooms, kitchens, and detail cleaning of baseboards, moldings, doors, windows, and trim, fixturing, refuse collection and disposal, and other related tasks, as assigned.
- **Ensures** that the interior of motor vehicles are clean and ready for use.
- **Responsible** for ensuring that guest rooms are ready to welcome families and visitors.
- **Corrects** minor maintenance needs by changing light bulbs as required, etc.
- **Prioritizes** laundry, trash collection and cleaning tasks as needed to support the team’s overall goals as set forth by the Director, fully engaging with student and adult team members to utilize their labor as a force multiplier.
- **Conscientiously maintains** department storage areas to a high standard of cleanliness and organization.
- **Directs and coaches** team to follow applicable standards of work, sanitation, and safety.
- **Upholds and supports** Fletcher Academy and Fletcher Park Inn standards pertaining to dress code, disciplinary actions, Student Handbook guidelines, etc., recording and reporting any

disciplinary or performance issues to the Work Coordination Team and the Director or their designee for follow-up if needed.

- **Willing and able** to be part of a dynamic, diverse team serving in a drug/alcohol/tobacco-free campus workplace environment.

#### **What (Qualifications):**

- High school diploma or equivalent preferred, possessing the skills necessary to communicate with residents, families, students, visitors, and guests.
- Prior professional or private-duty custodial / housekeeping experience with a positive record of service, at least 1 year of previous supervisory experience required.
- May stand, walk, stoop, or perform manual physical labor of varying intensity (mild to moderate) for extended periods. Lifting requirements < 50 lbs.
- Able to handle a high-paced, potentially stressful work environment, and make productive decisions to prioritize tasks.

#### **Who (Reports to / Supervises):**

- Reports to the Director of Fletcher Park Inn, will supervise student workers and adult team members.

#### **Expectations:**

- The mission drives everything we do; students and patrons are central to that.
- We collaborate with team members to put the best of the organization first.
- We are supportive of others and open to their ideas.
- We focus on God and work towards unity.
- We take responsibility and initiative in a timely fashion.
- We thank volunteers and donors at every opportunity.
- We bring our best effort, no excuses.
- We operate with grace, flexibility, respect, professionalism, excitement, and energy.
- We identify and fill unmet needs.
- We communicate, regularly talking in person or calling team members.