



*Specializing in Fire & Water Damage Restoration*

## **Job Title: Cleaning and Contents Technician**

### **Job Summary and Mission**

This job contributes to New Life Service Co. success by carrying out day to day work orders given by the Cleaning and Contents Manager or Lead. Thereby achieving business results while fulfilling our mission to enrich the lives of others by restoring our customer's property, supporting our community and developing the next generation in skilled trades. The Cleaning and Contents Technician is a working member of the cleaning and contents team. The Cleaning and Contents Technician reports to the Cleaning and Contents Manager or Lead.

### **Summary of Essential Key Responsibilities**

*Note: Responsibilities and essential job functions include but are not limited to the following:*

- Perform all cleaning and packing processes necessary to remediate damaged properties.
- Execute the operation, organization and cleanliness of the Cleaning/Contents warehouse.
- Learn characteristics of new systems and equipment of the cleaning industry and update skills to adapt to changing technology.
- Ensure company and customer satisfaction through professional appearance, expert workmanship, and polite communication.
- Responsible for the efficient and profitable use of the company's time, Labor, and materials.
- Protect the company's property, do not use, nor allow others to use company property without permission and according to policy.
- Uphold site conduct, no abusive or foul language is to be tolerated, radios should be played quietly, music appropriate and absolutely no horseplay.
- Ensure job safety for both the customer and our workers, wear hard hats, goggles, boots, respirators, gloves and containment suits as required.
- Report job progress, potential work obstacles and possible solutions to Lead.
- Responsible for personal and project quality control.
- Attend company meetings as requested by management.
- Uphold, coach and hold accountable self and others to our mission and core values.
- As workloads fluctuate, you may be assigned to train and work with other departments

### **Qualifications: Knowledge and experience with:**

- Current practices, materials, hand and power tools, and equipment used in the cleaning industry.
- Contents packing, inventory, and manipulation.
- Safety and Health regulations and practices pertinent to the cleaning industry.
- Harmful effects of hazardous or toxic materials and the protection and safeguards required when working with such materials
- Capabilities in computer applications, systems, and hardware used for cleaning and contents industry.

### **Required Skills and Abilities:**

- Ability to learn characteristics of new systems and equipment of the cleaning trade and update skills to adapt to changing technology
- Understanding of industry cleaning practices
- Maintains high level of craftsman skill in the cleaning industry
- Inventory management and material ordering
- Able to perform heavy physical work around machines
- Operate a motor vehicle
- Position requires vision to read printed materials and computer screens; hearing and speech to communicate in person and over the telephone.
- Able to bend, stoop, kneel, reach and climb to perform work
- Safely climb ladders and work at heights on scaffolds
- Possess the ability to safely lift, carry, push, and pull materials and objects as necessary to perform job functions, up to 50 lbs.

### **Core Competencies:**

(Abilities, knowledge, and skills that enable a person to act effectively in a job or situation)

- Self-motivated
- Humility, Ask for help
- Composure, maturity to be professional
- Works well with others, builds healthy relationships
- Decision making, can work independently
- Problem solver, logical or deductive reasoning for best possible outcome
- Safety conscious, know and adhere to all safety standards
- Teachable, committed to feedback cycle, Growth Mindset
- Detail oriented, training the eye to see specific things
- Tool savvy, comfort and knowledge in use of tools
- Clear communicator
- Be knowledgeable of customer, scope, budget, industry standards and relevant building codes
- Keep our culture, stand up for our core values

**Education:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying:

- Equivalent to the completion of the twelfth (12<sup>th</sup>) grade

**Environmental Elements:**

Employees work in environments with moderate noise levels. The work may involve exposure to moderate chemical odors, confined spaces, and some extreme environmental conditions. (IE Biohazard clean up like sewage or body fluids)

**Working Conditions:**

The typical work week is Monday – Friday 8:00a-4:30p. It may also include on call status, as required by New Life Service. The nature of our company work is disaster restoration and emergency services. In order to fulfill our commitment to excellent customer service and good community service, we all expect to share the load by making occasional sacrifices of extra work time when necessary.

*Note: management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions for the job.*

Date Reviewed \_\_\_\_\_

Employee Name \_\_\_\_\_

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

Employer Signature \_\_\_\_\_