



POSITION DESCRIPTION:

**Services Lead**

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

**DATE:** January 11, 2021

**DEPARTMENT:** Community Services

**REPORTS TO:** Community Services Manager

**SUPERVISES:** Services Associates; Services Assistants

**RELATES TO:** Operations Manager; Business Manager; Food Services Lead; Program Manager; Program Lead; Pastor; Registration; Repairs Associate; Utilities; Electrical Lead; Procurement; Guests

**CLASSIFICATION:** Employee (2 year commitment with a mutual review after 1 year)

**POSTION SUMMARY**

The Services Lead, as a member of the Community Services Team, is responsible for cultivating a hospitable, vibrant, and positive community-wide atmosphere for both staff and guests through management of the Services Team (Housekeeping and Laundry).

This role is responsible for caring for, providing leadership/guidance to, and acting as back-up for members of the Services Team (Housekeeping and Laundry) and their responsibilities for Village aesthetics, cleanliness, and tidiness. This role is also responsible for keeping an inventory of and managing the use of the Village's furnishings.

**MAJOR FUNCTIONS** (principal duties and responsibilities; such as categories supported, staff size, volume managed, etc)

*Specific responsibilities include but are not limited to the following:*

- Demonstrate a passion for the Village's mission of "welcome" and "hospitality" in all aspects of the role's functions.
- Managing/supervising, caring for, providing leadership/guidance to, and acting as back-up for the members of the Services Team and their responsibilities for Village aesthetics, cleanliness, and tidiness; ensuring that Team members fulfill the expectations of their various roles.
  - In partnership with the Community Services Manager, the Human Resources Manager, and the Staffing Office: manage workplace conflict and accountability issues in ways that hold appropriate confidentiality and that balances a person-centered approach with clear/objective workplace expectations.

- Conduct 6-month reviews with all staff.
- When necessary to ensure adequate coverage, act as Services Associate.
- Keep an accurate inventory and managing the use of the Village's furnishings; consult with the Community Services Manager on desired purchases.
- In partnership with the Services Associates, ensure accurate inventories are kept for supplies; submit orders for both areas that are financially responsible and aligned with the Services Philosophy.
- Ensure that all staff living spaces are maintained and ready for incoming staff.
- In partnership with the Services Associates, track necessary repairs and improvement needs; coordinate with the Operations Manager and Operations Team to ensure necessary repairs and improvements are made.
- In collaboration with the rest of the Services Team, create and maintain public spaces in ways that promote creativity, hospitality, and engagement with the Mission of the Village.
- In partnership with Executive Directors and Community Services Lead, develop and work to implement an aesthetic vision for guest rooms and spaces that promotes a sense of welcome/hospitality and is fiscally responsible.
- Coordinate and lead Services Team meetings in ways that promote staff development, effective communication, efficient time management, and community-building.
- Update the position's turnover file to reflect all changes in policy and procedure.

**KNOWLEDGE AND SKILLS REQUIREMENTS** (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

*Specific knowledge and skills include but are not limited to the following:*

- Have the ability to lead, inspire, motivate, and supervise a diverse staff (comprised of both area staff members and guest volunteers with a wide range of experience, ages, skills, and abilities) in ways that promote responsibility, resourcefulness, fun, positivity, and efficiency.
- The ability to work both independently and in a collaborative setting.
- The ability to balance task-orientation with the "big picture", and to proactively prioritize objectives under changing circumstances.
- Have a strong aesthetic sense.
- Have strong organizational skills, and the ability to create/revise efficient and effective systems that supports the work of the area.
- Excellent delegation skills.
- Have a broad knowledge of housekeeping and laundering methods.
- Manage a budget.

**UNIQUE REQUIREMENTS** (particular knowledge/skills related to client and/or agency needs)

- Willingness to work in a remote wilderness setting
- Willingness to abide by the Staff Covenant and all expectations therein.
- Prolonged time standing, bending, lifting up to 40 lbs.