

Lead Outdoor Services Worker

GENERAL SUMMARY

Primary function of the job is to lead the outdoor services team in assisting clients of the Commission on Aging with outdoor maintenance, such as mowing grass, snow plowing, leaf removal and outside window washing.

The role involves leading daily operations, providing guidance, and ensuring high-quality client service. This position works as part of a team and is responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

The work schedule may be irregular depending on the weather, season, or the number and needs of clients requesting service. It may also require travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Lead the outdoor services workers, ensuring effective workflow and team organization.
- Organize daily tasks, assign duties, and ensure proper allocation of resources to meet work requirements
- Assigns routine inspections of equipment and workspace to team members.
- Train team members on safe equipment use, proper techniques, and maintenance practices.
- Ensures all outdoor services staff comply with safety standards, regulations, and company policies.
- Performs a variety of manual tasks to assist clients with the proper maintenance of their homes and yard.
- Cuts grass, blows and rakes leaves, weed whips and removes debris.
- Removes snow and clears walkways and driveways with a shovel, snow blower or snowplow.
- Washes windows.
- Repairs and replaces mailboxes and posts.
- Performs basic, regular maintenance of vehicles and equipment used in performing chores.
- Interacts with clients, performs basic checks and monitoring of client situation and environment, reports all potentially harmful or unusual situations to a supervisor.
- Prepares and maintains accurate records of client services and related information.
- Uses smart phone and tablet apps to track schedule and tasks performed.
- Participates in staff meetings, training sessions, and/or other related meetings.



Grand Traverse County, MI Job Description

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from high school or G.E.D. preferred but not required
- 1 – 3 years experience performing yard work, snow removal, minor equipment maintenance, or similar work required
- Experience working with senior citizens preferred, but not required.

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- CPR Certification

CONDITIONS OF EMPLOYMENT (legal or contractual pre- employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Manual labor for job tasks is required and includes regular contacts with senior clients (age 60 and over) of the Commission on Aging, and co-workers to obtain and/or provide information. Supervision consists of general instructions in new assignments with advice and assistance from Team Leader and Program Supervisor.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- May be required to balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- Position regularly works in an outdoor environment with exposure to weather-related heat and cold, rain, wind, and related elements.
- May be exposed to moving mechanical parts, vibrations, fumes or airborne particles and infectious diseases.
- May be required to lift/move up to 25 pounds frequently, and potentially up to 100 pounds occasionally.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Basic knowledge of English in order to interact effectively with clients and co-workers, as well as to prepare necessary paperwork
- Interpersonal skills necessary to work courteously and effectively with other employees and the public.
- Sensitivity to the needs of older adults.
- Ability to operate equipment required to perform essential tasks (such as lawn mowers and snow removal equipment, etc.) safely and in the manner for which they were designed
- Ability to perform manual labor tasks
- Ability to work independently
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use sound judgment to detect unusual, harmful, or emergency situations and act accordingly
- Ability to use County resources effectively and efficiently.



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