

Commercial Flooring Technician

Business Unit	Cleaning Services	Reports To	Commercial Supervisor
Required Edu & Certs	N/A	Required Experience	N/A
Status	Non-Exempt	Future Orientation	1-5 days
Job Family	Production/Admin	Pay Band	1
Safety Sensitive	Yes	Assigned Assessments:	Pre-Hire Risk

The Woodard Way: We provide Legendary Service to help people get back to their lives while exemplifying our Core Values in an environment that fosters safety, care, high expectations, and top-notch performance.

Core Purpose: The Commercial Flooring Technician will assist a Commercial Crew Chief with assessing customer needs, communicating expected outcomes, and completing cleaning assignments to company and customer quality expectations. The Commercial Flooring Technician maintains the highest level of safety, quality, customer satisfaction, efficiency, and preparedness.

Role Persona/Profile:

- Dependable
- Flexible
- On time
- Enjoys physical labor
- Not afraid to ask questions
- Takes pride in their work
- Respects their peers

Core Abilities:

- Safety – minimize all safety risks before completing tasks
- Customer Service – understand their needs, and resolve their concerns; communicate clearly; listen carefully with empathy
- Communication – greet and hold conversations in a friendly, respectful manner in a variety of situations
- Mentoring - lead and train new technicians through hands on and verbal training; assist them with continuous improvement of their capabilities
- Professionalism – approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status, position, or situation

Core Duties

- Arrive on time, neat, clean, well-groomed, and in uniform
- Maintain inventory of supplies and equipment in vehicle
- Open and lock facilities, enable and disable security systems per customer instructions
- Treat customers and coworkers with respect
- Use proper PPE and safety equipment for the job
- Load, unload, and operate floor equipment and machinery
- Identify and understand flooring types, and choose the correct products and procedures to achieve maximum results on each

- Sweep, mop, polish, vacuum, shampoo, strip, wax, disinfect, and buff floors using approved agents, tools, equipment, and procedures
- Move furniture as is customary or requested by customer
- Work quickly, efficiently, and effectively with minimal supervision
- Respond during on-call rotation and emergency rushes

Position Pre-Requisites:

- Authorization to work in U.S.
- Current, valid Driver's License
- Ability to pass background check
- Ability to pass a drug screen
- Ability to obtain and maintain class E driver's license etc.

Work Environment / Physical Requirements

- Frequently required to walk, climb, balance, stoop, kneel, crouch, or crawl
- Frequently required to lift and/or move up to 50 pounds; occasionally team-lift and/or move more than 100 pounds
- Regularly required to enter and exit vehicle throughout shift
- Regularly required to sit and operate a commercial van with a truck mount
- Regularly required to climb up and down stairs while carrying equipment or supplies
- Regularly required to lift and twist while loading and unloading vehicles, moving furniture, or operating cleaning equipment
- Occasionally required to work in the following environments:
 - Exposure to hot, wet or humid conditions (non-weather); water with sewage or fecal matter;
 - Expected to twist, reach, climb, crouch, crawl, stoop, kneel, or two-person lift 100+ pounds
 - Expected to wear appropriate PPE per job site safety requirements