

Environmental Services Team Lead

Grade: 2

Reports to: Environmental Services Supervisor
Job Status: Non-Exempt, Full-Time

Department: Environmental Services
Approval Date: June 2018

Job Summary:

Exceed customer expectations by ensuring that the highest standards of cleanliness are maintained. This position assists the Environmental Services Supervisor by leading the daily operations of the Environmental Services Associates while working side by side with the team.

Essential Functions:

- Adhere to the South Carolina Aquarium policies.
- Provides service that exceeds customer expectations as defined by departmental/divisional goals.
- Help to develop and maintain a highly qualified, motivated and diverse professional staff. Delegates specific responsibilities. Encourages teamwork, personal initiative and accountability.
- Assists in training, scheduling, and providing feedback on ES team performance.
- Constant presence in the guest and service areas.
- Provides leadership to Environmental Services team and attempts to resolve staff concerns.
- Leads daily operations and ensures compliance with all safety procedures, Safety Data Sheets, and personal protective equipment of all team members.
- Stock supplies and responsible for cleanliness of all ES stock and storage areas.
- Maintain daily equipment checks for operation and cleanliness.
- Assists other departments with special needs and requests.
- Daily check of ES team members scheduled work instructions and any scheduled projects to be performed.
- Demonstrates a high knowledge and understanding of task schedules, chemicals and equipment.
- Assumes the responsibilities of ES team members in their absence.
- This position will serve as the Environmental Services Supervisor in their absence and assume all duties of that position when they are not present.
- Weekend and holiday work required.

Other Duties and Responsibilities:

- Supports the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Support the team structure of the organization by remaining responsive to the needs of the management and supervisors, filling in when and where needed.
- Attend South Carolina Aquarium full staff and departmental meetings when requested.
- Perform any other assigned duties related to custodial services as assigned.

Knowledge, Skills, and Abilities:

- Excellent customer service skills.
- Knowledge and ability to operate cleaning equipment.
- Ability to lead front-line staff in a fast pace, changing work environment.
- Ability to perform, make good decisions and communicate clearly when under pressure and when dealing with the public.
- Knowledge of cleaning different surfaces such as terrazzo, tile, concrete and carpet.
- Knowledge of chemical usage and SDS sheets.

Education and Experience Required:

- Must have a High School Diploma or GED.
- Must have three years of environmental maintenance cleaning.
- Leadership experience.

Physical Requirements:

- Often requires walking, standing, bending, crouching, carrying up to 50 lbs, pushing and pulling
- Average amount of stooping, climbing ladders to height of 8', kneeling, balancing, and crawling

Hazardous Requirements:

- Required to wear personal protective equipment (gloves) on a regular basis with regular exposure to cleaning products

Working Conditions:

- Regular office environment with contact with customers and public, rotating shifts, weekends and holidays required, including late nights, must carry radio.
- Occasionally work outdoors, sometimes in extreme heat and cold.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.