**Environmental Services Tech I**

**Major Responsibilities:**

* Clean/disinfects assigned area(s) by washing walls, doors, door frames, ceilings, patient televisions, windows, furniture, tile, fixtures, appliances, floors, and equipment with appropriate cleaning solutions using procedures and following schedules specific to each item. Assigned area(s) may include, but are not limited to, patient rooms, offices, meeting rooms, rest rooms, elevators stairwells and other areas of the hospital and/or off-site facilities.
  + 1)Operates various equipment following department procedures.
  + 2)Use chemicals and solution following department policy.
  + 3)Keeps work areas in orderly, clean and safe condition.
* Customer Satisfaction-Demonstrates a commitment to satisfying customer needs and exceeding customer expectations.
  + 1)Utilized AIDET with both Internal Customer and External Customers, meeting system goal.
  + 2)Demonstrates ability to identify and resolve interpersonal conflicts constructively when dealing with fellow associates.
  + 3)Demonstrates a positive, supportive attitude to patient families and other personnel in emergency and non-emergency situation.
  + 4)Displays patient and tact when dealing with other hospital personnel.
  + 5)Presents department in a positive manner to all contacts.
  + 6)Maintains courteous and pleasant attitude to patients, families and other contacts.
  + 7)Maintains confidential patient and departmental information.
  + 8)Utilizes appropriate chain of command in resolving complaints, grievances or problems.
* Use appropriate procedures following patient discharges.
  + 1)Thoroughly washes and sanitizes beds when patients are discharged; makes beds with clean linen in accordance with department procedures.
  + 2)Thoroughly cleans and sanitizes entire room and washroom when patients are discharged, utilizing established department procedures.
  + 3)Use appropriate germicide in disinfecting rooms.
* Select cleaning materials and supplies appropriate to the job and transports them to work area.
  + 1)Clean all assigned areas utilizing the established department procedures.
  + 2)Clean all assigned areas utilizing the established department procedures.
  + 3)Replenishes supplies such as paper towels, toilet tissues, soap, etc.; pick up additional supplies from the environmental services storeroom when needed.
  + 4)Routinely collects waste;sanitizes all garbage cans.
  + 5)Observes and follows Standard (Universal)Precautions, Infection Control Policies, and departmental policies and procedures.
  + 6)Clean or sanitize after emergency spills as requested.
  + 7)Place full, tied bags of soiled linen in linen chutes.
  + 8)Ensures a safe clean attractive environment for patient, visitors and associates at all times.
  + 9)Washes hand thoroughly throughout the day; follows and adheres to Hospital handwash policy.
* Prepares detergents, germicidal solutions and other cleaning/disinfecting solutions according to established formulas. Sweeps, dust mops, and wet mop floor areas and spot cleans carpets using appropriate solutions. Shampoos furniture, carpets and rugs using appropriate equipment and supplies and adhering to applicable schedules.
  + 1)Identifies types of soiled and/or spotting and utilizes proper solutions as outlined in departmental policies and procedures.
  + 2)Handles chemicals and solutions following departmental policies.
  + 3)Ensures that all chemicals and solutions are in properly labeled containers.
  + 4)Adheres to safety regulations as outlined in departmental policy and procedure.
* Move equipment and furniture for cleaning, rearrangement and/or relocation. Arrange furniture and equipment in an orderly fashion, and in accordance with applicable floor plans, after cleaning assigned area(s).
  + 1)Arrange furniture for meetings, workshops and community affairs according to specifications of responsible department/individual as required.
  + 2)Cleans equipment and notifies supervisor of equipment needing repair.
  + 3)Appropriately reports safety hazards.
  + 4)Returns unused supplies to closet where obtained, cleans carts and equipment and ensures all items are replaced in an orderly manner.
* Collects and/or distributes soiled and/or clean linens, as required. Collects trash and/or waste from all areas of the hospital, as required.
  + 1)Collects hazardous and medical waste according to procedures establish by the Infection Control Committee. Sanitizes all garbage/waste disposal containers.
  + 2)Separates regular and recycle trash according to procedure.
* Demonstrates commitment to professional growth and competence:
  + 1)Attends all mandatory departmental and hospital meetings and inservices.
  + 2)Completes annual CBT's required.
  + 3)Follows written department goals and objectives, and review annually with managers.
  + 4)Seeks education and learning experiences in areas of identified growth needs and review progress during annual evaluation.
* Maintains responsibility for attendance and punctuality Maintain proper attendance requirement outlined in the Hospital Policy and Procedure Manual.
  + 1)Maintains proper attendance requirement outlined in the Hospital Policy and Procedure Manual.
  + 2)Plans for special days off in advance and submits written requests for time off to department management for approval per departmental guidelines.
  + 3)Requests PTO time in accordance with departmental policy.
  + 4)Provide adequate notice to department management absence, and in accordance to departmental policy calls two hour before the beginning of shift.