

School, Position & Person Profile



THE INTERNATIONAL SCHOOL
OF KUALA LUMPUR®

Housekeeping Services Supervisor

THE SCHOOL

Established in 1965, [The International School of Kuala Lumpur](#) (ISKL) has become known as a center of excellence in the world of international education. ISKL is a co-educational, private, not-for-profit school responsible for the learning journey of over 1,700 students aged 3-18 years from more than 60 countries at its state-of-the-art campus located in Ampang Hilir in the heart of Kuala Lumpur.

ISKL offers a robust international curriculum which combines leading North American educational frameworks with global best practice. The curriculum recognizes that students are on a lifelong learning journey and is driven by ISKL's mission to challenge each student to "Be All You Are" and develop the attitudes, skills, knowledge, and understanding to become a highly successful, spirited, socially responsible global citizen.

ISKL is an IB World School and has been authorized by the International Baccalaureate Organization to provide the prestigious International Baccalaureate Diploma Programme (IBDP) since 1989. In addition to the full IBDP, students also [have the option of combining individual IB, Advanced Placement and High School Diploma courses](#) to create a customized program tailored to their abilities, interests, and aspirations. The flexibility of ISKL's academic program creates

global opportunities; [the graduating class of 2019](#) received more than 400 acceptances from over 200 universities in 14 countries spanning 4 continents.

ISKL is accredited internationally through the Council of International Schools (CIS), and in the United States through the Western Association of Schools and Colleges (WASC). ISKL has a strong focus on service and sustainability across its divisions and is a member of the Eco-Schools organization and the Green Schools Alliance.

STATEMENT OF MISSION

The International School of Kuala Lumpur provides an exceptional education that challenges each student to develop the attitudes, skills, knowledge and understanding to become a highly successful, spirited, socially responsible global citizen.

VISION

To walk in a harmonious environment where care follows closely behind; learning is stimulated, curiosity is sparked, vision is cultivated, and action is inspired.

THE POSITION

Reporting to: Maintenance Manager

Scope of Responsibilities:

The job holder will be responsible for the Supervision and coordination of the activities of contractors engaged in the provision of Janitorial Services. The role is responsible for the overall direction, coordination, and evaluation of contractors and carries out supervisory responsibilities in accordance with ISKL's policies and applicable laws. Responsibilities include training contractors; planning, assigning, and directing work; appraising performance; disciplining contractors, addressing complaints and resolving problems.

Job details:

- Directing, supervising and scheduling all aspects of Housekeeping operations and custodial services.
- Directs workers engaged in the general cleaning and up-keep of buildings, including buffing, dusting, sweeping, mopping, vacuuming, and washing windows, as well as clean up during and after the events.
- Ensures that all job assignments are completed during events or shifts.

- Sets-up cleaning services for venues as booked.
- Inspects completed work for conformance to standards.
- Submits maintenance request orders for repairs and damage found by janitorial staff.
- Requisitions cleaning tools, consumables, equipment, and supplies.
- Interprets company policies to workers and enforces safety regulations.
- Undertake stock control checks to ensure sufficient supplies of cleaning products are maintained, ensuring all chemical data sheets are available and up to date. Price checking cleaning supplies and sourcing new products where appropriate
- Keeps equipment in good working order while following safety procedures.
- Ensures proper use of all chemicals by Housekeeping staff in accordance with MSDS.
- Enforces employee dress code and grooming standards.
- Studies schedules and estimates worker hour requirements for completion of job assignments.
- Establishes or adjusts work procedures to meet school and event schedules.
- Maintains time and attendance records.
- Confers with other supervisors and managers to coordinate the activities of individual departments.
- Participates in the coordinates the operations of activities and events with other building departments and event-related contractors.
- Anticipate problems and devise appropriate solutions.
- Investigates analyses and resolves operational problems and complaints.
- Provide clear, concise, and timely communication of directives or requests to other departments.
- Ensures that Facilities Department receives pertinent information for most effective use of the facility and staffing deployment.
- Assures facility readiness and smooth operation of events.
- Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.
- Assist new employees with acclimation to the centre and provides on the job demonstrations and coaching.
- Manage the Lost and Found
- Additional duties and tasks as assigned.

Skills/Qualifications/Training:

- Previous supervisory experience in a cleaning environment
- Previous experience of managing a team
- Ability to work effectively on your own and as part of a team
- Good time management and organisational skills.
- Ability to work on own initiative and ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training.

- The ability to implement and adhere to standards and procedures
- Health and Safety experience with appropriate skill & knowledge in application of chemicals for cleaning
- Microsoft Office experience and reasonable mid-level computer skills
- Good written and spoken English language skills
- Strong interpersonal skills and ability to communicate effectively with staff at all levels including senior members of the Administration
- Smart appearance and professional manner
- Resilience, with the ability to work under pressure
- Demonstrate a high level of discretion and confidentiality
- Formal cleaning qualification or equivalent is also desirable, but not essential
- All employees of The International School of Kuala Lumpur have a responsibility to:
 - Reflect and nurture the Aims and Philosophy of the School in the course of their work
 - Through the example displayed in their approach to their work, energise fellow staff, students and parents by fostering quality relationships and community development
 - Provide effective role modelling through the use of appropriate conflict resolution and negotiation skills
 - Maintain confidentiality and support for the School
 - Maintain professional competence and current knowledge in industry trends
 - Maintain a client-centred approach to all aspects of their work.
 - Support the School's Sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way.

The successful candidate will become the point of reference for colleagues and clients alike, by keeping schedules and providing feedback, documentation and information. The goal is to facilitate the team's activities to maximise their performance.

Interested candidates are requested to submit written details of work experiences, qualifications and lists of minimum three (3) references along with phone/email contact details.

Applications to be sent to: Punita Subramaniam, HR Executive at email: psubramaniam@iskl.edu.my