

STEVEN TOWNSEND

CONTACT

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EDUCATION

PATTONVILLE HIGH SCHOOL
St. Louis, MO

High School Diploma (May 2005)

EXPERIENCE

MATENANCE

Terra Staffing Agency, Denver, CO / Apr 2020 - Sep 2020

- Service, clean, or supply restrooms.
- Gather and empty trash.
- Clean building floors by sweeping, mopping, scrubbing, or vacuuming.
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.
- Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications.
- Strip, seal, finish, and polish floors.
- Notify managers concerning the need for major repairs or additions to building operating systems.
- Requisition supplies or equipment needed for cleaning and maintenance duties.
- Clean windows, glass partitions, or mirrors, using soapy water or other cleaners, sponges, or squeegees.
- Steam clean or shampoo carpets.
- Set up, arrange, or remove decorations, tables, chairs, ladders, or scaffolding to prepare facilities for events, such as banquets or meetings.
- Clean and polish furniture and fixtures.
- Dust furniture, walls, machines, or equipment.
- Move heavy furniture, equipment, or supplies, either manually or by using hand trucks.
- Clean laboratory equipment, such as glassware or metal instruments, using solvents, brushes, rags, or power cleaning equipment.
- Spray insecticides or fumigants to prevent insect or rodent infestation.
- Make adjustments or minor repairs to heating, cooling, ventilating, plumbing, or electrical systems.
- Drive vehicles required to perform or travel to cleaning work, including vans, industrial trucks, or industrial vacuum cleaners.
- Mow and trim lawns and shrubbery, using mowers and hand and power trimmers, and clear debris from grounds.
- Clean and restore building interiors damaged by fire, smoke, or water, using commercial cleaning equipment.
- Clean chimneys, flues, and connecting pipes, using power or hand tools.

FRONT DESK MANAGER

Ymca (Bayar), St. Louis, MO / Jan 2019 - Mar 2020

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Hear and resolve complaints from customers or the public.

- File and maintain records.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Receive payment and record receipts for services.
- Schedule appointments and maintain and update appointment calendars.
- Keep a current record of staff members' whereabouts and availability.
- Enroll individuals to participate in programs and notify them of their acceptance.
- Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.
- Schedule space or equipment for special programs and prepare lists of participants.
- Conduct tours or deliver talks describing features of public facilities, such as a historic site or national park.