First-Line Supervisors of Housekeeping and Janitorial Workers

What They Do
Directly supervise and coordinate work activities of cleaning personnel in hotels, hospitals, offices and other establishments. They are responsible for making sure the establishment is clean and neat.

Is This For You?
Work Interests are described in the following categories (compatible with Holland’s Model). People who tend to succeed in this career are:

Enterprising (Persuaders) — Like to influence, persuade or lead people and manage others. They enjoy working on a team toward goals, competition and business-like activities.

Conventional (Organizers) — Detail oriented and organized. They like to analyze data, keep financial records and do research. They can be counted on to be accurate and enjoy structure and closure.

Work Values are aspects of work that are satisfying to you. The following work values are generally associated with this career.

Independence — Allow employees to work on their own and make decisions.

Support — Offer supportive management that stands behind employees.

Working Conditions — Offer job security and good working conditions.

Abilities reflect a person’s aptitude to acquire skills and knowledge. The following abilities are important for success in the career.

- Oral Expression
- Oral Comprehension
- Near Vision
- Problem Sensitivity
- Speech Clarity
- Speech Recognition
- Written Comprehension

Standard Occupational Code 37-1011
Basic Skills You Need

- Management of Personnel Resources
- Monitoring
- Social Perceptiveness
- Speaking
- Time Management
- Coordination
- Active Listening
- Critical Thinking
- Judgment and Decision Making

Education & Training

A high school diploma or equivalent is recommended for first line supervisors of housekeeping and janitorial workers. In most cases, those in supervisory positions have prior work experience in the same housekeeping or janitorial tasks as those they supervise.

Recommended Levels* for the National Career Readiness Certificate

- Applied Math 4
- Workplace Documents 4
- Graphic Literacy 4

*Using the median skill level.

Where They Work

The South Dakota industries which employ the largest number of these first line supervisors are:

- Self Employment
- Accommodation, including Hotels and Motels
- Administrative and Support Services
- Educational Services
- Nursing and Residential Care Facilities
- Hospitals

South Dakota Employment & Wages

<table>
<thead>
<tr>
<th>2018 Workers</th>
<th>2028 Workers</th>
<th>Numeric Change</th>
<th>Percent Change</th>
<th>Average Annual Demand for Workers</th>
<th>Annual Median Wage</th>
<th>Annual Average Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>764</td>
<td>837</td>
<td>73</td>
<td>9.6%</td>
<td>98</td>
<td>$38,662</td>
<td>$40,183</td>
</tr>
</tbody>
</table>

Additional References

Labor Market Information Center
www.dlr.sd.gov/lmic

Career OneStop
www.careeronestop.org

O*Net Online
www.onetonline.org

mySkills myFuture
https://www.myskillsmyfuture.org/

Auxiliary aids and services are available upon request to individuals with disabilities. U.S. DOL funded. For details, see dlr.sd.gov/lmic/eta_grant.aspx.

Printed on recycled paper.

Provided By

Labor Market Information Center
South Dakota Dept. of Labor and Regulation
605.626.2314

Visit dlr.sd.gov/hotcareers to obtain the most recent workforce data and trends and more resources, including this document. Also available are explanations of the terms used in this occupational profile.

SOUTH DAKOTA DEPT. OF LABOR & REGULATION
August 2020