



Town of  
Apple Valley

December 2015  
FLSA: NON-EXEMPT

## **CUSTODIAL AIDE**

### **DEFINITION**

Under direct supervision, trains in a full range of custodial duties related to the care and cleaning of assigned buildings and facilities; moves furniture and equipment to set up for classes, activities, and functions; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

This position receives direct supervision from assigned supervisory or management personnel. No supervision exercised.

### **CLASS CHARACTERISTICS**

This is an entry-level class in the Custodial series that performs the full range of duties required to ensure that Town buildings and facilities provide the highest level of safety for public and staff use. Work is often performed in an assigned area and may involve working around other Town staff and/or the public, depending upon assignment. This class is distinguished from the Custodian class in that the latter performs the custodial functions in addition to basic maintenance responsibilities.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Learns a wide variety of custodial duties in the care, and upkeep of Town buildings and facilities.
- Learns to clean and sanitize office, meeting, and conference rooms, kitchen and break areas, and restroom facilities and fixtures, including sinks, urinals, and toilets; replenishes supplies in restrooms.
- Learns to sweep, vacuum, mop, wax, strip, and polish floors, and shampoo carpets.
- Learns to dust and polish furniture, woodwork, fixtures, and equipment.
- Learns to wash windows, mirrors, and walls.
- Learns to clean furniture and counter tops.
- Learns to empty, clean, and sanitizes waste receptacles.
- Learns to set up rooms and equipment for classes, conferences, meetings, special events, and other functions; moves and arranges furniture; sets up audio-visual equipment.
- Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public if working in a public facility.
- Reports unauthorized persons and other security problems.
- Learns to replace lights.
- Learns and observes safe working practices, including maintaining storage areas in a safe condition and handling cleaning agents and detergents.
- Learns to follow label instructions to mix and dilute cleansers, disinfectants, and stripping agents to ensure proper strength for use.
- Learns to maintain records of cleaning activities; maintains inventory of equipment and supplies.
- Learns to assist groups using facilities as requested; may explain or enforce facility rules.
- Learns to perform other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Ability to learn methods, materials, and operate equipment used in custodial work.
- Ability to learn proper cleaning methods and the safe usage of cleaning materials, disinfectants, and custodial tools and equipment.
- Ability to learn use and minor maintenance of hand and power tools and equipment used in custodial work.
- Basic shop mathematics.
- Basic techniques for dealing with the public.
- Ability to learn basic principles and procedures of record-keeping.
- Ability to learn safe work methods and safety practices pertaining to the work.
- Ability to learn basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Ability to learn techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Use and operate a variety of custodial equipment, including high-pressure washer, vacuum cleaner, wet/dry vacuum, carpet extractor, buffer, mop, and broom.
- Clean and care for assigned areas and equipment.
- Work independently in the absence of supervision.
- Travel to different sites and locations.
- Meet and deal tactfully and effectively with the public.
- Correctly interpret and apply the policies, procedures, and regulations pertaining to assigned programs and functions.
- Use a variety of small hand tools.
- Operate a variety of audio/visual equipment including TV, VCR, sound systems, portable public address system, slide projector, overhead projector, and portable movie screen.
- Operate modern office equipment including computer equipment and software programs.
- Maintain basic records.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and 6 months continuous of related work experience which demonstrates the ability to follow oral and written job-related instruction. The successful candidate must have a willingness to perform heavy manual labor.

### **License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

### **PHYSICAL DEMANDS**

Must possess mobility to work on all types of floor surfaces, in a variety of facilities, and at considerable heights from a manual lift; and to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and smell in order to detect the possible presence of waste or hazardous materials. The job involves field inspection work requiring frequent walking at work sites to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform the work. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions. In this position there may be frequent lifting and carrying of 10 lbs. and occasionally up to 50 lbs. and must have the ability to move 80 lbs. containers, etc.

### **ENVIRONMENTAL ELEMENTS**

Employees work primarily in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, vibration, confining workspace, chemicals, dust, fumes, waste products, mechanical, and/or electrical hazards. Incumbents may be exposed to blood and body fluids while cleaning and are required to wear appropriate attire for the area to which they are assigned. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.