



May 2007  
FLSA: NON-EXEMPT

## CUSTODIAN

### **DEFINITION**

Under general supervision, performs the full range of custodial duties related to the care, routine maintenance, and cleaning of assigned buildings and facilities; moves furniture and equipment to set up for classes, activities, and functions; interacts with and provides basic information and assistance to the public; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. No supervision exercised.

### **CLASS CHARACTERISTICS**

This is a journey-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 other maintenance classes in that the latter perform semi-skilled to skilled maintenance work in a specified area, such as parks, streets, sewer, buildings, and facilities, while the duties of this class are more related to the custodial function, with basic maintenance activities fulfilling a lesser part of the job 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.*

- Performs a wide variety of custodial duties in the care, upkeep, and routine maintenance of Town buildings and facilities.
- Cleans and sanitizes office, meeting, and conference rooms, kitchen and break areas, and restroom facilities and fixtures, including sinks, urinals, and toilets; replenishes supplies in restrooms.
- Sweeps, vacuums, mops, waxes, strips, and polishes floors, vacuums, and shampoos carpets.
- Dusts and polishes furniture, woodwork, fixtures, and equipment.
- Washes windows, mirrors, and walls.
- Cleans furniture and counter tops.
- Empties, cleans, and sanitizes waste receptacles.
- Sets 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.
- Replaces lights.
- Makes minor repairs to facilities and equipment.

- Observes safe working practices, including maintaining storage areas in a safe condition and handling cleaning agents and detergents.
- Follows label instructions to mix and dilute cleansers, disinfectants, and stripping agents to ensure proper strength for use.
- Maintains records of maintenance and cleaning activities; maintains inventory of equipment and supplies.
- Assists groups using facilities as requested; may explain or enforce facility rules.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods, materials, and equipment used in custodial work.
- Proper cleaning methods and the safe usage of cleaning materials, disinfectants, and custodial tools and equipment.
- Use and minor maintenance of hand and power tools and equipment used in custodial work.
- Basic facility maintenance techniques and materials.
- Basic shop mathematics.
- Basic techniques for dealing with the public.
- Basic principles and procedures of record-keeping.
- Safe work methods and safety practices pertaining to the work.
- Basic computer software related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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 one (1) year of experience in janitorial or custodial work.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Must complete a course in Penal Code 832, Arrest, Search and Seizure within a timeframe specified by the Town.

**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.

**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.