

METRO Classification Description

Title:	Custodian	Bargaining Unit:	LIUNA 483
Class Numbers:	0444/4444	Established:	9/94
Pay Grades:	310/420	Revised:	11/2005; 9/3/2009
FLSA Status:	Non-exempt	EEO Category:	Service/Maintenance

CLASSIFICATION DESCRIPTION

Perform grounds, buildings, guest service, and other multi-skilled custodial work including trash cleanup and recycling. Function as part of a self directed work team, and help coordinate day-to-day operations with other departments and security for matters such as lost child, minor first aid, or security assistance. Function as a lead for variable hour and seasonal workers, and operate garbage trucks, mini dump trucks, dumpsters, person lift baskets, tractors, forklifts, pressure washers, industrial fans, painting equipment, cleaning equipment and hand tools.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Performs day-to-day AM and PM shift custodial services start-up/closing steps: checks emails, voice mails, and staff coverage, and works closely with departments on matters such as emergency services, schedules, and light maintenance services.
2. Observes safety, animal care, and customer service guides when performing duties during Zoo operations.
3. Assists visitors with questions or issues regarding a lost child, minor first aid, or security issue.
4. Sweeps, mops, strips, waxes and polishes floors; cleans carpets; dusts and polishes furniture; cleans ashtrays; washes windows, woodwork, toilets, restrooms and fixtures.
5. Collects trash and recyclable materials from public areas, animal holding areas, and offices; transports materials using garbage truck or mini dumpster.
6. Performs maintenance duties such as replacing burned out light bulbs, graffiti removal, replacing restroom supplies, unstopping lavatories and toilets, moving office furniture, preparing rooms for meetings; requisitions supplies, fixes stuck doors and locked jams, and assists last minute set ups for events. Performs routine "spot" and touch-up painting and assists maintenance workers by preparing rooms for painting as required.
7. Operates garbage trucks, mini dump trucks, dumpsters, person lift baskets, tractors, forklifts, pressure washers, industrial fans, ladders, painting equipment, cleaning equipment and hand tools. Also operates computers, radios and other office equipment.
8. Performs deep cleaning duties such as stripping and recoating floors, touch up painting, pressure washing specific areas and equipment, moving and cleaning under all aggregate cans, or transferring recycled items.
9. Cleans exhibit and service areas using pressure washer equipment.
10. Occasionally checks and locks doors and windows; closes and opens building for public events. Runs errands as required. Maintains and orders cleaning equipment.

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11. Assists the public, public officials and other employees in a professional and courteous manner.
12. Develops safe work habits and contributes to the safety of self and co-workers.
13. Contributes to a positive team atmosphere.
14. Has regular and punctual attendance.
15. Performs assigned duties during an emergency situation.
16. Other duties as assigned.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

Job Preparation

Education and Work Experience

- High School or GED with two years experience in custodial and customer service work and problem solving indicating an ability to perform duties as part of a self directed work team and with a minimum of direct supervision or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities

- Building and grounds maintenance and cleaning practices, equipment and supplies, safety hazards and precautions
- Work in all weather conditions on day or night shifts
- Safely operate equipment necessary for completing essential job duties
- Communicate effectively with the guests, colleagues, and management
- Give information on Zoo locations, events, directions, and other customer information requests
- Perform maintenance and custodial tasks without immediate supervision, to coordinate with security and guest services, and to make minor repairs and adjustments to building fixtures and equipment using appropriate small hand and power tools
- Understand and follow oral and written instructions
- Exercise care in the use of cleaning materials and equipment for different types of building surfaces and in the operation of a variety of janitorial equipment
- Perform customer service and respond to emergency functions
- Perform prolonged strenuous efforts in hazardous locations, contaminated areas, enclosed spaces, at heights, under inclement weather, and other adverse conditions
- Perform manual work indoors and outdoors including lifting 50 pounds
- Apply Federal, State, and local policies, procedures, laws and regulations for respective field

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- Use discretion with confidential and sensitive matters
- Provide excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner
- Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work
- Work in a safe manner and follow Metro safety policies, practices, and procedures
- Perform the assigned duties of the position

Special Requirements

- Successfully pass the background checks and screening requirements of the organization
- Possession of, or ability to, secure possession of, and maintain, a valid driver's license, Fork Lift Certification, First Aid/CPR certification, and blood borne pathogen training

Tools and Equipment Used

- Garbage trucks, mini dump trucks, dumpsters, person lift baskets, tractors, forklifts, pressure washers, industrial fans, painting equipment, cleaning equipment and hand tools
- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets

Supervision

- Supervision is received from Custodial Manager or other managerial and supervisory personnel
- May act as lead over staff community service workers, temporaries, and volunteers
- May assist in orienting variable hour employees and newly hired custodians

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Duties may require prolonged strenuous efforts in hazardous locations, contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather, and other adverse conditions. May lift up to 50 pounds

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.