

COUNTY OF SOLANO CLASS SPECIFICATION CUSTODIAN (LEAD)

CLASS SUMMARY:

Under general supervision, leads a crew of Custodians performing cleaning activities in assigned buildings. This class can perform all tasks associated with cleaning the interior of office building and other county facilities to include cleaning floors and carpets; dusting and polishing furniture, woodwork, office fixtures, etc.; cleaning restrooms, hallways, lobbies, stairways, offices, drinking fountains, light fixtures, trash receptacles and interior air vent fixtures in office buildings; and washing windows, walls, etc.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Custodial Supervisor** class which supervises and coordinates the activities of the custodial staff to ensure that a clean work environment is maintained in all County buildings.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a Custodial Supervisor.
- No supervision is exercised over others
- Provides lead over Custodians.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Performs lead worker duties over Custodians such as:
 - monitoring the assigned crew in their daily cleaning activities by observation, checking completed work and inspecting assigned areas;
 - training new employees in proper work methods and procedures relating to cleaning office areas with both manual and power cleaning equipment through verbal instruction and demonstration;
 - assisting employees with work related problems such as determining proper procedure to perform certain tasks;
 - setting priorities for cleaning activities by determining which areas may suffice with less cleaning service in event of a personnel shortage;
 - assigning work to subordinate personnel and transferring employees to different job sites as necessary; and coordinating coverage;
 - checking personnel distribution reports submitted for assigned crew members including hours reported on assignment in specific building areas;

- assuring jobs at the work site are performed in accordance with generally accepted quality and time standards;
- checking work in process including equipment, cleaning solutions, and the use of equipment and solutions;
- monitoring supply inventory of individual custodians, making note of items on hand, items used, and initiating requests for reorder of supplies through the appropriate chain of command.
- passing on instructions received from supervisor;
- keeping supervisor informed of work progress and likelihood of meeting timelines and required deadlines;
- reviewing work of assigned crew, informing supervisor of customer feedback, work quality, conduct problems, etc. and providing input on performance to supervisor;
- ensuring accuracy and timeliness of timesheets and monitoring leave schedules;
- resolving informal employee complaints; and
- ensuring work is performed safely and efficiently.
- Performs the same duties as the work performed by Custodians.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** High School Diploma, GED, or equivalent;
- AND**
- **Experience:** Equivalent to two years of full-time paid experience performing custodial work in a health care, commercial, industrial and/or public building/facilities setting

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.
- Note:** The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Standard and accepted principles of leadership, on-the-job training, and work review.
- Regulations and policies governing custodial operations.
- Equipment used for floor and carpet care to include cleaning solutions, their mixing and applications, and carpet cleaning and spray buffing methods and techniques.
- Window washing and wall washing methods and techniques.
- Methods of dusting and sweeping.
- Safety policies and procedures for operating power and manual equipment, mixing and using cleaning solutions, moving and lifting furniture and equipment, etc.
- Methods and procedure of disposing of refuse and recycled items.
- Basic sanitary procedures and techniques for dealing with bodily fluids.

- Customer service techniques for dealing with customers.
- Basic English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Inventory maintenance principles.
- Basic mathematics for maintaining inventory of supplies and for completing reports.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Distribute work and provide work directions, review work performance and conduct of staff, and provide on-the-job training to staff led.
- Operate various power cleaning equipment such as floor buffers and carpet service equipment in all types of office areas and pedestrian traffic conditions and material handling equipment (MHE).
- Remove and handle office refuse.
- Perform cleaning tasks at a height, for example, when cleaning walls, windows, light fixtures, air vents, etc.
- Understand, interpret and explain regulations and policies governing custodial operations.
- Make decisions and independent judgments.
- Communicate effectively with people of diverse socio-economic backgrounds and temperaments.
- Establish and maintain cooperative working relationships.
- Establish good relationships with the public and internal customers.
- Determine the appropriate course of action in emergency or stressful situations.
- Demonstrate tact and diplomacy.
- Assemble data on the use and replenishment of supplies.
- Secure cooperation and teamwork among support staff.
- Organize and prioritize work assignments.
- Maintain accurate records and document actions taken.
- Use modern office equipment to include computers, smartphones, and related software applications.
- Make routine arithmetical calculations.
- Project consequences of decisions.
- Operate and maintain cleaning equipment tools properly and safely.
- Maintain confidentiality of records and information per pertinent laws/regulations.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** This class typically requires employees to perform the following: (1) balancing, stooping, kneeling, reaching, crawling, fingering, grasping, and repetitive motion;(2) climbing and working safely on ladders and step ladders with a total weight that does not exceed the weight capacity of the ladder or the highest rated capacity of the

harnesses and lanyards used for fall protection; and (3) standing or walking during normal work hours on uneven surfaces.

- Lifting, Carrying, Pushing and Pulling – Heavy work: This class typically requires employees to perform the following: exerting up to 100 pounds of force occasionally with assistance, and/or up to 50 pounds of force frequently, and /or up to 20 pounds of force constantly to move objects.
- Vision: This class requires employees to have close visual acuity, with or without correction, to prepare and analyze data and figures, view a computer terminal, read, and to distinguish between normal and off shade colors and to read gauges and meters in dimly lighted areas etc. Employees are also required to have depth perception and good eye-to-hand coordination in order to operate a motor vehicle and to operate a variety of hand and power tools.
- Hearing/Talking: This class requires employees to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Employees in this class are also required to be able to communicate to express or exchange ideas. Detailed or important instructions must occasionally be conveyed to others accurately, loudly, and/or quickly.
- Other: This class typically requires employees to have sufficient sense of smell, and touch to observe equipment functions for normal and abnormal occurrences.

WORKING CONDITIONS:

- Office Work plus Outdoor Work: While most work will be performed inside County buildings, some work will be performed outdoors and thus may be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather; may be exposed to e.g. insects, rodents, snakes, bees, wasps, spiders, ants, etc.
- Custodial Work: Employees in this class will often be subject to exposure to moving mechanical parts, electrical currents, toxic agents, fumes, odors, dust, chemicals, inadequate lighting, restricted workspace movement, and vibrations.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus may be subject to traffic hazards while driving.

OTHER REQUIREMENTS:

- Background Checks, Reference Checks and Physicals: The County will conduct a background check, a reference check and a physical on candidates prior to appointment to a position within this class.
- Independent Travel: Incumbents may be required to travel independently, to perform work at other work sites, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Drug and Alcohol Testing: Candidates applying for positions in this class are subject to, drug and alcohol testing as required under the Federal Omnibus Transportation Employee Testing Act of 1991. Testing of incumbents includes post-accident, as well as random and reasonable suspicion testing as required by law.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: October, 1986
- Date Adopted by the Board of Supervisors: October, 1986
- Date(s) Revised: September, 2016
- Class Code: 974010