



Title: Operations Lead

Job Code: 3025/4080

Pay Range: 325/435

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: Sept. 2014; Dec. 2014

Revised: NA

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Positions in this classification include Lead Custodian and Lead Warehouse. Both positions may work day, swing or graveyard shifts; all shifts are responsible for performing the duties and responsibilities of the lead classification.

Serve in a lead role, over a team of up to 50 employees, including variable hour and seasonal employees under the direction of the supervisor. Primary responsibilities include scheduling, distributing work assignments and ensuring work meets quality standards in addition to performing custodial or warehouse duties. Facilitate requests for assistance, address quality issues, coordinate operations with other departments, and respond to facility and equipment problems and safety issues in collaboration with the supervisor.

DISTINGUISHING FEATURES

Serve in a lead capacity. Lead duties typically include new employee orientation regarding work assignments, and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance. May participate in the screening and interview process. Assist with scheduling, assigning and overseeing work.

DUTIES AND RESPONSIBILITIES

1. Schedules and prioritizes duties and responsibilities; ensures coverage for breaks and absences. Monitors and reports hours worked, including tracking absences and payroll approval.
2. Provides training and direction on work assignments, procedures, equipment and quality/safety standards; tracks and keeps records of training. Assists with monitoring assignments to ensure completeness and quality; provides corrective guidance as needed. Communicates performance issues to supervisor.
3. Facilitates requests for custodial and warehouse assistance which may include set-up and take-down for special events, assembling office furniture, and coordinating operations with security, maintenance and other departments in collaboration with the supervisor.
4. Inspects and ensures all equipment, tools and supplies are cleaned, in working order, and returned to designated areas and prepared for next use. Ensures proper disposal of

- fluids, chemicals, equipment and packaging. Responds to facility and equipment problems and safety issues; arranges for repairs. Reports major issues to supervisor.
5. May participate in the recruitment and hiring process, including screening and interviews; provides input to management on hiring decisions.
 6. Maintains records, assembles information and/or documentation, and responds to email and voicemail. Responsible for upkeep of procedure manuals; makes suggestions for process improvements.
 7. Performs basic computer skills; does scheduling, ordering, inventory and other tasks as needed.
 8. Coordinates the ordering and purchasing of materials, supplies and equipment, including surplus and proper storage.
 9. Assists in building operation, maintenance and security-related needs, such as waste disposal and recycling issues, contracts, preventative maintenance and coordination with security.
 10. Provides general customer service, such as providing directions and answering questions, and opens and closes locations in adherence with security procedures.
 11. Builds and maintains collaborative, working relationships with staff and other Metro employees. Actively participates on committees and/or attends meetings as appropriate.
 12. Assists with planning; identifies long-term projects or need for equipment, supplies and staffing.
 13. Ensures compliance with applicable laws, Metro policies and procedures, and collective bargaining agreements as appropriate.
 14. Performs duties of the Custodian and Operations/Warehouse Worker classifications when needed.
 15. Responds to emergency situations as needed; may be called in to do so.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance

- Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Five years of custodial or warehouse experience, including two years experience leading and directing employees or similar higher-level responsibilities, such as organization, record keeping, facilitating projects and overseeing employees
- Valid driver's license and the ability to be insured by Metro's insurance carrier
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Preferred:

- Food Handler's card
- OLCC permit

Knowledge, Skills and Abilities:

- Lead, train and give instruction
- Experience operating a variety of specialized equipment, such as floor scrubbing machines, carpet shampooing equipment and high speed floor polishers, forklifts or other similar equipment
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines
- Work independently, be self-directed and work as a member of a team; independently make decisions and exercise good judgment
- Troubleshoot and work through issues, concerns, complaints and emergencies
- Build and maintain collaborative, working relationships
- Effective communication; understand and follow verbal and written instructions at a level sufficient to perform the essential functions
- Compose correspondence, produce clear documentation, and monitor and maintain records
- Word processing, spreadsheet, email applications, and skills to learn other applications as required
- Standard custodial and warehouse practices, procedures and techniques
- 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 and warehouse equipment
- Basic knowledge of safety and fire codes related to room setup
- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift

- Work day, night shift, evenings, weekends and holidays as needed
- Use discretion with confidential and sensitive matters
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background checks and screening requirements required for the position

Must obtain within 60 days of starting work:

- Blood Borne Pathogen Training
- Emergency and Safety Procedures Training
- HAZMAT Awareness Level Training
- Forklift Certification

SUPERVISION RECEIVED

Reports to Service Supervisor

SUPERVISION EXERCISED

Leads the work of custodial and warehouse staff, including fulltime, variable hour and seasonal employees. Lead duties only; no supervisory responsibilities as defined in *ORS 243.650(23)*

RELATIONSHIPS/CONTACTS

In collaboration with the supervisor, facilitates requests for assistance, with Security, Maintenance, Living Collections, Admissions and other departments

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Basic and specialized custodial and warehouse tools and equipment, such as scrubbers, vacuums, sweepers, buffers, polishers, steamers, extractors, and pressure washing equipment. Occasional use of screwdrivers, wrenches, etc. for minor repairs. Light and heavy equipment, such as garbage trucks, mini dump trucks, dumpsters, person lift baskets, scissor lift, tractors, forklifts, pressure washers, industrial fans, and painting equipment. Operate a radio and computer.

Gloves, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

Duties may be performed under various conditions, which may include exposure to contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather, and other adverse conditions. Physically demanding position with exposure to chemicals, dust, fluids and bio-hazardous waste, and noise. Frequent standing and lifting of 25 pounds; up to 50 pounds occasionally. Work pressure and workflow disturbances are expected. As necessary to meet workload demands, may work outside of typical schedule including evening/weekend hours and holidays as assigned.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.