

METRO

Classification Description

Title: Building Custodian - MRC
Job Code: 0032
Pay Range: 08
FLSA Status: Non-Exempt

Bargaining Unit: AFSCME 3580
Established: July 2013
Revised: July 1, 2022
EEO Category: Service Workers

CLASSIFICATION DESCRIPTION

Responsible for cleanliness, upkeep and sanitary maintenance of the Metro Regional Center (MRC) public and non-public areas, such as lobbies, offices, meeting and break rooms, daycare, restrooms, and exterior. Perform any combination of custodial duties either manually or, occasionally, with specialized equipment. Provide general customer service, such as providing directions and answering questions, and responding to requests for custodial assistance. As directed, may perform limited light maintenance and repair duties. Building Custodians may work day, swing or graveyard shifts; all shifts are responsible for performing the duties and responsibilities of the Building Custodian.

DISTINGUISHING FEATURES

Building Day Porter duties: primarily involve cleaning, upkeep and restocking responsibilities to ensure lobbies, stairwells, elevators, restrooms and other common areas are clean, stocked and safe; and needs are promptly addressed.

Swing- and graveyard-shift duties: primarily involve more comprehensive cleaning of all building areas, including offices and workspaces, restrooms and daycare facility. This may include, but is not limited to, sweeping, vacuuming, mopping, emptying garbage, recycling and composting, dusting, restocking items in kitchenettes, restrooms and conference rooms, cleaning and restocking dishware, and disinfecting surfaces. Perform other custodial duties that may cause disruption during business hours, such as floor and upholstery care.

DUTIES AND RESPONSIBILITIES

1. Cleans and maintains restrooms. Re-stocks paper towels, toilet paper and soap; sweeps and mops floors; cleans and disinfects sinks, mirrors, counters, hand dryers, toilets and urinals; and performs basic maintenance, such as unstopping toilets, sinks and floor drains.
2. Ensures lobbies, stairwells and elevators are clean and free of debris.
3. Cleans and stocks offices, meeting rooms and break rooms, including meeting room mugs, dishware, utensils, appliances and vending machines.
4. Cleans, dusts and, as necessary, disinfects mirrors, glass, walls, doors, counters, ledges, railings, window coverings, light fixtures, furniture, book and display cases, telephones, drinking fountains and any other surfaces that may need attention.
5. Sweeps, mops and vacuums. Occasionally performs more specialized care for carpet and upholstery using equipment such as floor scrubbing machines, carpet shampooing equipment, etc.
6. Empties and cleans compost, recycling and trash containers.

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7. Ensures cleanliness and safety of exterior, including garages and some landscaped areas. Assists as needed with ensuring walkways and stairs are clear of debris, ice or snow; railings, doors and windows are clean; and removal of litter and graffiti.
8. Responds to requests for custodial assistance.
9. Cleans equipment, tools and supplies and returns to designated areas making sure they are prepared for next use, including emptying bags and fluid tanks and laundering and disinfecting cleaning supplies.
10. Properly disposes of fluids, chemicals, equipment and packaging.
11. Occasionally assists in set-up and take-down for special events and meetings, such as tables and chairs and staging.
12. As directed, may on occasion perform or assist with limited light maintenance and repair duties, such as replacing burned out light bulbs, unstopping toilets, and assembling office furniture.
13. Reports facility and equipment problems and safety issues to lead or management.
14. Provides general customer service, such as providing directions and answering questions, and opening and closing building in adherence with security procedures.
15. Responds to emergency situations as needed; may be called in to do so.

It is the responsibility and expectation of all Metro employees to:

1. Actively participate on committees and/or attends meetings as assigned.
2. Fulfill Metro's core values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These include, but are 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 respective field and generally for resource use and protection;
 - Work assigned schedule; exhibit regular and predictable attendance;
 - Practice safe work habits and contribute to safety of self and co-workers; and
 - Comply with Metro 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

- One year of custodial/janitorial experience

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- *Preferred:* Experience operating a variety of specialized cleaning equipment, such as floor scrubbing machines, carpet shampooing equipment and high speed floor polishing equipment or other similar equipment
- Any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the job duties and responsibilities

Must obtain within 60 days of starting work:

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

Knowledge, skills and abilities

- Standard custodial practices, procedures and techniques
- Use, and potential hazards, of cleaning agents including solvents, disinfectants, detergents and polishing agents
- Perform all position essential duties and responsibilities
- Ability to understand and follow verbal and written instructions at a level sufficient to perform the essential functions
- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift
- Properly and safely operate janitorial tools and equipment used in performance of the job including hand tools, scrubbers, vacuums, sweepers, buffers, polishers, steamers, extractors, and pressure washing equipment
- Make minor repairs and perform light maintenance, such as replacing light bulbs, unstopping toilets, and assembling office furniture
- Work on ladders and in all weather conditions
- Work day or night shift and some evenings and weekends
- Work quickly and efficiently
- Perform customer service and respond to emergency situations
- 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 policies, procedures and applicable work rules; applicable law; and collective bargaining agreements as appropriate
- Use discretion with confidential and sensitive matters
- Establish and maintain effective working relationships with co-workers and the public
- Work independently and with minimal supervision
- Exercise care in the use of cleaning materials and equipment for different types of building surfaces and in the operation of a variety of custodial equipment
- Successfully pass the background check and screening requirements

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SUPERVISION RECEIVED

Reports to Facility Operations Supervisor, but receives daily task assignments from the lead custodian.

SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees.

RELATIONSHIPS/CONTACTS

Limited primarily to own department or work unit with general interaction with the public and other Metro employees during course of assigned duties.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

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

WORK ENVIRONMENT

The work environment indicates what an employee typically encounters while performing the essential functions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Duties may be performed under various conditions, which may include some limited 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. 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.