

METRO

Classification Description

Title: Lead Building Custodian - MRC
Job Code: 0033
Pay Range: 11
FLSA Status: Non-Exempt

Employee Group: AFSCME
Established: July 2013
Revised: July 1, 2022
EEO Category: Service Workers

CLASSIFICATION DESCRIPTION

Lead Building Custodians may work day, swing or graveyard shifts; all shifts are responsible for performing the duties and responsibilities of the Lead Building Custodian. Under the direction of the supervisor, serve in a lead role over a team of Building Custodians ensuring cleanliness, upkeep, sanitary maintenance and safety of the Metro Regional Center (MRC). Primary responsibilities include performing custodial duties and assisting with scheduling, work assignments and ensuring work meets quality standards. In collaboration with the supervisor, facilitates requests for custodial assistance, addresses quality issues, coordinates operations with security and maintenance, and responds to facility and equipment problems and safety issues.

DISTINGUISHING FEATURES

Serve in a lead capacity. Lead duties typically include new employee orientation regarding work assignments, and building 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 of recruitments. Assist with scheduling, assigning and overseeing work.

Day shift duties: primarily involve basic 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, cleans and restocks dishware, and disinfecting surfaces. Perform other custodial duties that may cause disruption during business hours, such as floor and upholstery care.

DUTIES AND RESPONSIBILITIES

The following has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of employees assigned to this classification:

1. Assists with scheduling and prioritizing duties and responsibilities, including service requests, and monitoring and reporting hours worked.

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2. Provides training and direction on work assignments, procedures, equipment and quality/safety standards. Assists with monitoring assignments to ensure completeness and quality; provides corrective guidance as needed. Communicates performance issues to supervisor.
3. May participate in the recruitment and hiring process, including screening and interviews; provides input to management on hiring decisions.
4. Maintains records, assembles information and/or documentation, and responds to email as needed.
5. In collaboration with the supervisor, facilitates requests for custodial assistance, including set-up and take-down for special events and if necessary, coordinates operations with security, maintenance and other departments.
6. Inspects and ensures all equipment, tools and supplies are cleaned, in working order, and returned to designated areas and prepared for next use. Responds to facility and equipment problems and safety issues; arranges for repairs. Reports major issues to supervisor.
7. Ensures proper disposal of fluids, chemicals, equipment and packaging.
8. Assists with material, supply and equipment needs, including surplus and proper storage.
9. Assists in building operation, maintenance and security-related needs, such as waste disposal and recycling issues, contracts, preventive maintenance and coordination with security.
10. Provides general customer service, such as providing directions and answering questions, and opening and closing building in adherence with security procedures.
11. Builds and maintains collaborative, working relationships with custodial staff and other Metro employees, as appropriate. Actively participates on committees and/or attends meetings as appropriate.
12. At direction of the supervisor, ensures compliance with applicable laws, Metro policies and procedures, and collective bargaining agreements as appropriate.
13. Makes suggestions for process improvements related to assigned area.
14. Performs custodial and, as needed, light maintenance/repair duties, such as replacing burned out light bulbs, unstopping toilets, and assembling office furniture.
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;

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- 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

The job specifications include any combination of education, experience, knowledge, skills and abilities typically required to perform the duties of this classification.

Education/Licensing and Work Experience:

- Two years of lead custodial/janitorial experience similar to the position duties and responsibilities

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
- Valid driver's license and the ability to be insured by Metro's insurance carrier

Knowledge, Skills and Abilities:

- Standard custodial practices, procedures and techniques
- Use, and potential hazards, of cleaning agents including solvents, disinfectants, detergents and polishing agents
- Word processing, spreadsheet and email applications, preferably within the Microsoft Office Suite
- Basic knowledge of safety and fire codes related to room setup
- Perform all position essential duties and responsibilities
- 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
- 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 and produce clear documentation
- Monitor and maintain records
- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift

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- 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 burned out 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
- 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 janitorial equipment

Additional Requirements:

- Successfully pass the background checks and screening requirements

Must obtain within 60 days of starting work:

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

SUPERVISION RECEIVED

Reports to Facility Operations Supervisor.

SUPERVISION EXERCISED

Lead the work of custodial staff, including temporary 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 custodial assistance, including set-up and take-down for special events and if necessary, to coordinate operations with security, maintenance and other departments.

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.

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Occasional use of screwdrivers, wrenches, etc. for minor repairs. Operate a computer.

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