

Custodial Maintenance Worker II



General Summary of Classification:

Safely and independently performs basic and advanced cleaning in all areas of assigned buildings and facilities; provides training and direction on basic and advanced cleaning practices to other custodial staff as needed; identifies and correctly responds to minor custodial deficiencies in all assigned areas, indoors and outdoors, by correcting the deficiency and notifying supervisor of actions taken as needed; and performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

This is the second level of an approved career development plan (CDP).

- Proficiently performs all of the essential job duties of a Custodial Maintenance Worker I plus the following:
- Safely and thoroughly performs deep cleaning and disinfecting of all high-traffic, high-use, high-touch areas and items using all appropriate safety measures and PPE as trained and with minimal guidance or supervision; safely and correctly performs interim floor care and maintenance on both hard floor surfaces and carpeted surfaces based on the type of floor surface and manufacturer's maintenance recommendations; identifies and appropriately corrects deficiencies in assigned area; assists other custodial staff in resolving customer issues and are deficiencies; assists with quality control inspections;
- Responsible for all basic equipment upkeep and maintenance activities for all the commonly used custodial equipment; may perform minor repairs such as changing belts or rollers as trained and approved to do; reports any identified issues with equipment functioning and condition to supervisor;
- Adheres to all safety protocols, including lock-out-tag-out and out-of-service, to ensure own and the public's safety;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of deep cleaning and advanced disinfecting practices, tools, materials, supplies, chemicals, solutions and equipment; accurately and independently determines the appropriate combination for all types of assigned deep cleaning and disinfecting tasks and surfaces; understands and adheres to the use procedures and safety guidelines, including PPE requirements, when selecting and using the appropriate cleaning and disinfecting agents, tools, materials, supplies, and equipment; sound working knowledge of hard floor surfaces and carpeted surfaces floor care practices and the proper and safe use of floor care equipment, cleaning agents, relevant safety measures, and required PPE.
- **Technical:** Sound computer skills to use computer and typical business software, proprietary software and applications, and wireless technologies for communications and to complete assigned tasks, including in a work order system. Participates in all division-specific training, maintains training certifications for all job-related training such as MS4, Bloodborne pathogens, Hazards, Spartan Clean, Buckeye Honors, etc., and completes the ISSA Certified Custodial Technician Program.
- **Interpersonal, Communication and Customer Service:** Typically works independently with minimal interactions with other County personnel and the public; communicates and interacts professionally with all persons encountered, requesting assistance, and using the facilities; excellent collaborative skills with demonstrated ability work independently and as part of a team; provides outstanding customer service to both internal and external customers while performing duties.
- **Decision-making and Authority:** Appropriately resolves customers' questions and requests within approved guidelines; appropriately seeks guidance from supervisor when resolving customer requests and questions.
- **Leadership:** Non-supervisory. Recognizes and reports unsafe conditions and items in need of repair/replacement, appropriately resolves unsafe situations within scope of authority and immediately notifies supervisor.
- **Environment:** Typically works indoors in a temperature-controlled environment; may be required to work in various locations and weather conditions as needed; required to perform job duties safely around other people.
- **Physical:** Visual and hearing acuity sufficient to recognize safety hazards and take the necessary precautions to avoid or mitigate hazardous conditions. Physical ability sufficient to permit heavy lifting, carrying, pushing, pulling, scrubbing, etc. as needed to perform all assigned job duties in various duty-related locations as needed, including in adverse temperatures and/or weather conditions, properly and poorly lit areas, busy and/or noisy areas, and areas with high foot-traffic safely use all equipment needed to perform job duties and to follow all safety protocols, including the use all job-related PPE.

Minimum Education and Experience:

Education: Graduation from high school or GED;

Experience: Minimum of one (1) year of successful performance at CDP level I;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.) – Also refer the current version of the approved CDP

- May require a valid driver's license, working at various locations, working a flexible or on-call schedule.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.