

Custodial Maintenance Worker III



General Summary of Classification:

Safely and thoroughly performs deep cleaning and disinfecting in high-traffic, high-use, high-touch areas and items using all appropriate safety measures and PPE; performs restorative floor care on hard surfaces which may include stripping, waxing or applying manufacturer recommended floor surface coat/finish; assists other custodial staff with restorative floor care; assists other custodial staff in resolving complex, sensitive or unusual customer requests; 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 third level of an approved career development plan (CDP).

- Proficiently performs all of the essential job duties of a Custodial Maintenance Worker I and II plus the following:
- Assists with training new staff on safe work practices and the correct use of safety equipment and PPE; assists with quality control (QC) inspections and completes at least one QC inspection on a facility not assigned to or maintained by yourself;
- Proficiently uses the current work order system to Enter, Receive, Respond to and Close Work Orders for assigned areas;
- Assists with training other staff to use the computer, systems and software incidental to their assigned job duties;
- Proficient in the care, upkeep and maintenance of commonly used custodial equipment used in deep, interim and advanced cleaning & floor care duties; reports 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 other's safety;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Advanced working knowledge of deep cleaning and advanced disinfecting practices, tools, materials, supplies, chemicals, solutions and equipment; advanced knowledge of the appropriate combination for all types of assigned deep cleaning and disinfecting tasks and surfaces, including safely mixing and diluting cleaning and disinfecting agents, chemicals and solutions; adheres to proper use procedures and safety guidelines, including PPE requirements, at all times while performing assigned job duties; sound working knowledge of hard floor surfaces and carpeted surfaces floor care and restoration practices and the use of all related equipment, tools, cleaning agents, 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 job-related certifications, completes Advanced ISSA 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; excellent collaborative skills with demonstrated ability work independently and as part of a team; provides outstanding customer service to internal and external customers; successfully trains and coaches other custodial staff.
- **Decision-making and Authority:** Appropriately resolves customers' questions and requests; provides training, coaching and assistance to other staff on resolving customer requests, and how to recognize, resolve and prevent custodial deficiencies.
- **Leadership:** Non-supervisory. Appropriately resolves & reports unsafe conditions and items in need of repair/replacement, within scope of authority; trains and coaches custodial staff on how to recognize, resolve and prevent custodial deficiencies.
- **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 2-years of service at Level II with progressively increasing skills and responsibilities;

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.