

# UNIVERSITY OF SOUTHERN CALIFORNIA

## Lead Custodian (Union)

Job Code: 143318

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OT Eligible: Yes

Comp Approval: 10/7/2016

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### **JOB SUMMARY:**

Provides guidance, training, and direction to custodians and temporary staff in standard custodial procedures. Assists in scheduling and prioritizing workloads. Identifies and communicates emergency situations to the Building Service Manager. Maintains cleanliness of assigned facilities based upon agreed standards. Provides excellent customer service to faculty, staff, students, and guests. Assists in maintaining appropriate inventory levels of cleaning and maintenance supplies necessary for efficient operation. Maintains safe and secure areas.

### **JOB ACCOUNTABILITIES:**

<b><u>*E/M/NA</u></b>	<b><u>% TIME</u></b>
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_____	_____	Provides guidance, training, and direction to custodians and temporary staff in standard custodial procedures. Ensures that custodial standards are met and cleaning equipment is used safely and effectively.
_____	_____	Assists in scheduling and prioritizing workloads. Manages assigned projects to completion. Troubleshoots concerns and makes recommendations. Monitors employee performance on a day-to-day basis. Ensures timely completion of department's work.
_____	_____	Identifies and communicates emergency situations to the Building Service Manager.
_____	_____	Maintains cleanliness of assigned facilities based upon agreed standards. Performs basic plumbing, carpentry, painting and electrical maintenance, repair procedures, as necessary.
_____	_____	Provides excellent customer service to faculty, staff, students, and guests. Meets customer needs, offers options, resolves problems, and follows up with residents. Maintains friendly, helpful demeanor.
_____	_____	Assists in maintaining appropriate inventory levels of cleaning and maintenance supplies necessary for efficient operation, with and at the direction of the Building Service Manager.
_____	_____	Maintains safe and secure areas and reports unsafe conditions immediately to management.
_____	_____	Complies with all University policies and procedures and with all applicable local, state, and federal laws and regulations.
_____	_____	During peak cleaning times, may be called upon to assist Building Service Manager with supervision and support of Hospitality Temporary Maintenance Helpers and temporary custodians.
		Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

**\*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

**EMERGENCY RESPONSE/RECOVERY:**Essential: ☐ No

☐ Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:****Minimum Education:**

Less than high school

**Minimum Experience:**

2 years

Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

Thorough knowledge of custodial trade. Knowledge of all cleaning standards and methods, materials, and equipment. Knowledge of and compliance with the operation of all mechanical cleaning equipment. Knowledge of and compliance with basic plumbing, electrical, carpentry, and painting work. Proven customer service experience. Ability to speak and write in English. Valid driver's license may be required. Ability to lift a minimum of 30 lbs.

**Preferred Education:**

High school or equivalent

**Skills: Other:**

Communication -- written and oral skills

Teaching/training

**Skills: Specialized Equipment:**

Shampoo machine

Vacuum cleaner

Wax/buffing/stripper machine

**Skills: Trade/Auxiliary:**

Basic cleaning

Clean and stock restroom

Clean carpets

Customer service

Dust and clean various surfaces

Handle and move objects

Maintain inventories

Maintain records, logs, etc.

Maintain stock

Perform general maintenance repair work for equipment and/or facilities

Sweep floors

Understand and apply policies and procedures

Use and or operate various stationary machinery, vacuum cleaners, shampooers, and waxing machines

Use and/or operate various stationary machinery, hand held power tools, and/or non power tools

Wax floors

**Supervises: Level:**

Leads one or more employees performing similar work.

**Comments:**

Must be able to stand for long periods of time. Must be able to work flexible schedule (days, evenings, weekends and holidays). May be required to respond to after-hours emergency situations.

**SIGNATURES:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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