



## CUSTODIAN

### DEFINITION

Under general supervision, performs the full range of custodial duties related to the care, routine maintenance, and cleaning of assigned buildings and facilities; moves furniture and equipment to set up and tear down for classes, activities, and functions; interacts with and provides basic information and assistance to the public; and performs related work as assigned and required.

### DISTINGUISHING CHARACTERISTICS

This is a journey-level class in the custodial series that performs the full range of duties required to ensure that City buildings and facilities provide the highest level of cleanliness and safety for public and staff use. Work is often performed in an assigned area and may involve working around other City staff and/or the public, depending upon assignment. This class is distinguished from other maintenance classes in that the latter perform semi-skilled maintenance work in a specified area, such as streets, buildings and facilities, while the duties of this class are more related to the custodial function, with basic maintenance activities fulfilling a lesser part of the job responsibilities.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel.

May provide technical and functional supervision over less experienced custodial personnel.

### EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Performs a wide variety of custodial duties in the care, upkeep, and routine maintenance of City buildings and facilities.

Cleans and sanitizes office, meeting, and conference rooms; kitchen and break areas; and restroom facilities and fixtures, including sinks, urinals, and toilets; replenishes supplies as needed.

Sweeps, vacuums, mops, waxes, strips, and polishes floors; vacuums and shampoos carpets as necessary.

Dusts and polishes furniture, woodwork, fixtures and equipment.  
Washes windows, mirrors and walls.

Cleans furniture and counter tops.

Empties, cleans, and sanitizes waste receptacles.

Sets up rooms and equipment for classes, conferences, meetings, special events, and other functions; moves and arranges furniture; sets up audio-visual equipment.

Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public.

Reports unauthorized persons and other security concerns.

Replaces lights bulbs in a variety of fixtures.

Makes minor repairs to facilities and equipment.

Observes safe working practices, including maintaining storage areas in a safe condition and handling cleaning agents and detergents.

Follows label instructions to mix and dilute cleansers, disinfectants, and stripping agents to ensure proper strength for use.

Maintains records of maintenance and cleaning activities; maintains inventory of equipment and supplies.

Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

Methods, materials, and equipment used in custodial work.

Proper cleaning methods and the safe usage of cleaning materials, disinfectants, and custodial tools and equipment.

Use and minor maintenance of hand and power tools and equipment used in custodial work.

Basic facility maintenance techniques and materials.

Operate modern office equipment.

Basic mathematics.

Basic principles and procedures of record-keeping.

Basic techniques for dealing with the public.

Safe work methods and safety practices pertaining to custodial work.

Basic knowledge of computer software programs.

English usage, spelling, vocabulary, grammar, and punctuation.

Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Promote recycling; assist program assistant and solid waste staff with outreach and education for recycling and waste diversion at City facilities, assist recycling staff with facility-related annual waste audits, and related facility recycling support.

Ability to:

Use and operate a variety of custodial equipment, including high-pressure washer, vacuum cleaner, wet/dry vacuum, carpet extractor, buffer, mop, and broom.

Clean and care for assigned areas and equipment.

Work independently in the absence of supervision.

Travel to different sites and locations.

Meet and deal tactfully and effectively with the public.

Correctly interpret and apply the policies, procedures, and regulations pertaining to assigned programs and functions.

Use a variety of small hand tools.

Operate a variety of audio/visual equipment including TV, VCR, sound systems, portable public address system, slide projector, overhead projector, and portable mobile screen as requested.

Operate a personal computer with proficiency and familiarity.

Maintain basic records.

Follow department policies and procedures related to assigned duties.

Understand and follow oral and written instructions.

Organize own work, set priorities, and meet critical deadlines.

Use English effectively to communicate clearly and concisely, both orally and in writing in person, and over the telephone.

Use, tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships.

Work with various cultural and ethnic groups in a tactful and effective manner.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

One year of experience performing routine building custodial and maintenance work.

#### Training:

Equivalent to the completion of the twelfth (12th) grade.

#### License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL DEMANDS/SENSORY REQUIREMENTS

Must possess mobility to work on all types of floor surfaces, in a variety of facilities, and at considerable heights from a manual lift. The position is required to lift and carry furniture and equipment weighing up to 50 pounds alone, and up to 100 pounds with assistance, to work in a standard office setting and use standard office equipment, including a computer. To operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and smell in order to detect the possible presence of waste or hazardous materials. Positions in this classification frequently bend, stoop, kneel, twist, turn, climb, reach and prolonged standing to perform, the work. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees may be exposed to loud noise levels, cold and hot temperatures, vibrations, confining workspace, chemicals, dust, fumes, waste products, mechanical, and/or electrical hazards. Incumbents may be exposed to blood and body fluids while cleaning and are require to wear appropriate attire for the area to which they are assigned.

Equal Opportunity Employer:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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