City of Bellingham
Classification Specification

CLASS TITLE	**Custodial Maintenance Lead**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**108**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**SM/ 37-2011**

NATURE OF WORK:

Leads custodial staff in housekeeping and minor maintenance of various City buildings used for a wide variety of functions. Plans, organizes, and assigns work to Custodial Maintenance Worker 1 and 2 for accomplishing Facilities goals for cleanliness, sanitation, and housekeeping. Performs all duties of Custodial Maintenance Worker 1 and 2 classifications.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished by providing leadership to Public Works employees assigned to Custodial Maintenance Worker 1 and 2 classifications. This position requires a complete and thorough understanding of custodial housekeeping skills. Provides support and direction, makes assignments, and monitors effectiveness of the custodial work group. Provides training for existing and new programs to custodial staff and orients new employees to the Department and work program. Monitors work, handles minor performance problems and refers concerns to supervisor for corrective action. Assists in the hiring process. This is a working position that will require hands-on leadership during team tasks as well as filling in for absent custodians.

SUPERVISORY RELATIONSHIPS:

Reports to the Facilities Manager. Carries out related custodial goals and missions of the Department and work unit as set forth by the Facilities Manager and under the guidelines of policies, procedures, and labor contracts, as well as various governmental regulations. Provides day-to-day direction to custodial staff in the Public Works Department.

ESSENTIAL FUNCTIONS:

1. Plans, organizes, directs and monitors the daily work of custodians to provide clean, sanitary, and comfortable workplaces and public areas in line with production, budget and Facilities goals.

2. Makes scheduled and programmed inspections of areas for cleanliness and ensures established standards are met. Troubleshoots causes for below-standard cleaning then plans and carries out effective remedies.

3. Trains and provides support and encouragement, as well as day-to-day direction and feedback to custodial staff members. Provides input to supervisor on performance of custodial staff.

4. Performs all functions of Custodial Maintenance Worker 1 and 2 positions as needed.

5. Trains and orients employees to the custodial program, personnel assignments, equipment, policies and procedures. Provides safety training and monitors compliance of employees with safety rules. Maintains Material Safety Data Sheets for custodial work group.

6. Procures equipment, material, and other resources to enable staff to carry out the assigned work. Assists supervisor in obtaining quotes from cleaning contractors. Inspects and oversees their work.

7. Monitors and reviews status of building systems such as HVAC, security, plumbing, and related equipment. Reports problems to maintenance for appropriate action.

8. Troubleshoots a variety of custodial housekeeping and building operational problems, resolves these within scope of authority or refers to appropriate Public Works staff member or other department for follow-up action.

9. Establishes communications and responds to janitorial service requests from users of City buildings. Refers major or controversial requests to supervisor for review.

10. Completes necessary documentation for work processes including reviewing time sheets and time cards for approval by supervisor.

11. Works with other divisions, departments and agencies to facilitate and coordinate services, as appropriate.

ADDITIONAL WORK PERFORMED:

1. May assist in coordinating and in supervising related capital improvement projects, as assigned.

2. Participates in the annual planning process for the development of goals and objectives. May provide input during development of the annual budget.

3. Assists supervisor in improving processes and programs through participation on special projects, program assignments and initiatives.

4. Conducts, attends and participates in a variety of team or departmental meetings.

5. Composes correspondence, reports, and other documents to carry out the assigned work.

6. Performs other related duties of a similar nature and level.

KNOWLEDGE AND SKILLS:

- Thorough technical knowledge of housekeeping, sanitation, and basic building maintenance.
- Knowledge of work processes and equipment used in custodial work.
- Good leadership skills including the ability to plan work, organize resources and train employees in work processes and techniques.
- Working knowledge of City personnel policies and procedures and labor contract provisions for the workgroup.
- Working knowledge of departmental policies and procedures.
- Good oral communications skills and interpersonal sensitivity for developing and maintaining effective working relationships with employees, other department and City personnel and citizens.
- Good time management skills.
- Good written communications skills for producing a variety of correspondence and reports.
- Ability to work positively and productively in a stressful environment.
- Intermediate skills in the use of computer e-mail, word processing, timekeeping, recordkeeping, custodial management and other job-relevant applications.
- Ability and willingness to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Manual dexterity sufficient to operate hand and power equipment safely and efficiently.
  - Correctable vision to adequately clean and sanitize, read instructions and work safely around equipment.
  - Physical ability to continuously stoop, bend, climb, and frequently lift and carry heavy objects in the 50 lb. range regularly, and occasionally weights of approximately 100 lbs. utilizing proper body mechanics, mechanical and other assistance.

WORKING ENVIRONMENT:

Work areas will vary between all City buildings under Facilities responsibility and will require foot and vehicle travel. May also work outdoors in all weather conditions for tasks such as ice and snow removal. Lead persons will function part of their workday in a business office environment. May occasionally work on, as well as, in and around building heating and cooling equipment and machinery, including startup, monitoring, and shutdown.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of 5 years' experience in custodial/housekeeping trade including sanitation and hard surface floor and carpet care.
- At least one year of experience as a Custodial Maintenance Worker 1 or 2 at the City of Bellingham preferred.
- High school diploma or equivalent
- Lead or supervisory experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license and good driving required. Candidates must submit a three-year driving abstract prior to hire.
- Must be able to pass a police security background check.
- Willingness and ability to be called out in response to occasional custodial/maintenance emergencies.
- Willingness and ability to work late shifts and weekends with flexibility to attend daytime meetings, training and other functions.

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6/07

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7/20

COMMISSION ADOPTION: August 12, 2020