

COORDINATOR, CUSTODIAL SERVICES

DEFINITION

Under general supervision, trains, coordinates, participates, and oversees the work of staff responsible for performing the full range of custodial duties and responsibilities, utilizing the designated cleaning system to maintain a clean, healthy, and productive learning and working environment. Specifically, performs work related to the care, maintenance, and cleaning and sanitizing of assigned buildings and facilities; performs minor maintenance to buildings and adjacent grounds; adjusts furniture and equipment as necessary; assists in the application of organic pest control products; interacts with and provides basic information and assistance to the public; provides technical and specialized assistance to the assigned managerial personnel. This position plays an essential role in planning employee training for custodial staff. The Coordinator, Custodial Services will work with Custodian II (Area Lead) on schedules, assisting with campus projects, scheduling equipment repairs, delivering supplies, and providing expertise in cleaning procedures.

The Coordinator, Custodial Services operates within College policies and procedures, and by applying acceptable custodial standards, labor and industry standards, and Occupational Safety and Health Administration (OSHA) standards.

Provides training and assistance to custodial staff in the requirements of their job.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises technical and functional supervision over and provides direction, guidance, and training to assigned custodial staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the custodial class series that performs custodial duties, as well as the most complex duties, required to ensure that College buildings and facilities provide the highest level of safety for public and staff use. Responsibilities include prioritizing, organizing, assigning, scheduling, inspecting, and reviewing the work of assigned staff performing a wide variety of tasks in the inspection and cleaning of assigned facilities in a timely manner. This class is distinguished from Custodian II (Area Lead) in that the former is responsible for overseeing their assigned building, including staff. This class is responsible for overseeing multiple buildings on campus including, technical and functional supervision of assigned custodial staff, and is capable of performing the most complex duties assigned to the function.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides direction, training, work review, and evaluation to custodial staff; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.

2. Trains staff in the proper and safe use of custodial equipment and supplies; maintains equipment and supplies in good working condition; observes safe work methods and makes appropriate use of related safety equipment as required.
3. Cleans, disinfects, sanitizes, and sterilizes area facilities using Occupational Safety and Health Administration (OSHA), and the Center for Disease Control (CDC) guidelines and standards for the prevention, containment, and elimination of pathogens, viruses, and other potentially infectious materials including proper disposal of biohazard waste.
4. Coordinates and performs custodial activities: sweeps, scrubs, mops, strips, refinishes, and polishes floors; vacuums rugs, carpets, stairwells, and all hard surface floors in classrooms, offices, workshops, and other work areas; spot cleans, shampoos carpets, extracts carpets, and carpet restoration cleaning.
5. Cleans classrooms, cafeterias, gymnasiums, auditoriums, lounges, offices, locker rooms, hallways, and other facilities as assigned; dusts and polishes furniture and woodwork; empties waste receptacles; spot mops spills; removes gum, debris, and graffiti as needed.
6. Cleans and disinfects drinking fountains and restroom facilities, including sinks, toilets, and urinals; fills dispensers with towels, soap, toilet paper, and other items; cleans mirrors, tile, walls, and windows; unclogs drains and toilets.
7. Picks up paper and other debris from College grounds, walkways, and areas adjacent to College facilities; sweeps concrete surfaces adjacent to College buildings wash down sidewalks, building entrances, and stairwells.
8. Operates custodial equipment such as vacuums, mops, small hand and power tools, ride-on and walk behind automatic scrubbers, Artificial Intelligence (AI) Robotics equipment, and other equipment as assigned.
9. Performs minor maintenance to buildings and adjacent grounds; replaces light bulbs and tubes; cleans chalkboards, whiteboards, trays, and erasers; empties pencil sharpeners; cleans tables, chairs, and floors; operates and adjusts heating and ventilation equipment.
10. Moves and arranges furniture and equipment; prepares classrooms, gymnasiums, and other facilities for special events or meetings as assigned; sets up and assembles chairs, tables, and other furniture and equipment; cleans up furniture, equipment, and debris following events.
11. Locks and unlocks doors, gates, and windows as appropriate; turns lights on and off as needed; maintains security of assigned areas according to established guidelines; sets alarms as appropriate.
12. Safely removes and disposes of animal/pest remains from indoor premises.
13. Reports safety, sanitary, and fire hazards to appropriate personnel; reports need for maintenance and repairs to appropriate authority.
14. Coordinates, schedules, and participates in the thorough cleaning and restoration of campus facilities during vacation periods.
15. Maintains records of maintenance and cleaning activities; works in the bulk storage custodial area of the warehouse and conducts supply distribution activities; maintains inventory of equipment and supplies maintains work areas in a clean and orderly condition, including securing equipment, custodial carts, and closets at the close of the workday.

16. Reviews work of assigned staff upon completion for quality control purposes; develops, implements, and monitors customer feedback; provides reports and feedback to manager; provides input and feedback for evaluations.
17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated mandated trainings, as required. Prepares and delivers oral presentations related to assigned areas if needed.
18. Supports and complies with federal and state laws, Board Policies, and Administrative Procedures.
19. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Works directly with people from various ages, disabilities, socio-economic levels and ethnic groups.
21. Maintains regular attendance.
22. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of providing technical and functional direction and training to assigned staff.
2. Methods, materials, and equipment used in custodial work and preventative building maintenance.
3. OSHA, federal, and state guidelines and techniques to address pathogens and biohazards.
4. Proper cleaning methods and the safe usage of cleaning materials, disinfectants, custodial tools, and equipment.
5. Facility maintenance techniques and materials.
6. Principles and procedures of record keeping.
7. Designated cleaning systems such as OS1 Cleaning System.
8. Two-way radio usage and etiquette.
9. Proper reporting and identifying potential safety issues, provided by Public Safety and/or Risk Management.
10. Safety Data Sheet (SDS) sheets and labels.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. Safe work methods and safety practices pertaining to the work.
13. Operating and safety rules, precautions, and principles of driving and operating electric and gas-powered equipment and transportation vehicles.
14. Safe work practices, including safe_driving rules and practices.
15. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Plan, prioritize, coordinate, schedule, assign, and oversee activities of custodial personnel.
2. Inspect the work of others and maintain established quality control standards.
3. Train others in proper and safe work procedures.
4. Identify and implement effective course of action to complete assigned work.
5. Prepare for, respond to, and recover from biohazards in the workplace.
6. Use and operate a variety of custodial equipment, including but not limited to: high-pressure washer, vacuum cleaner, wet/dry vacuum, carpet extractor, buffer, floor finish applicator, extractor, ride-on, and walk behind automatic scrubbers, mop, and broom.
7. Safely operate and maintain a variety of assigned College equipment and vehicles.
8. Follow department policies and procedures related to assigned duties.
9. Organize own work, set priorities, and meet critical time deadlines.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Communicate effectively through various methods.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. Three (3) full-time equivalent years of experience as a custodian lead; or
3. Five (5) full-time equivalent years of experience as a Custodian II (Area Lead) at the College.

Licenses, Certifications, and Requirements:

1. Possession of, and ability to maintain, a valid California driver's license.
2. Possession of, and ability to maintain, valid proof of automobile insurance.
3. Successful candidate(s) will be required to take and pass a physical exam.
4. Possession of, or ability to obtain within six months of employment, AI Automation/Robotics training.
5. Possession of, or ability to obtain within six months of employment, forklift certification.
6. Possession of, or ability to obtain within six months of employment, and maintain specialized training certificates, and completion of annual refreshers for pandemic planning, blood-borne pathogens, hazard awareness, respiratory protection awareness, vacuum, restroom, light duty, and utility specialist.

PHYSICAL DEMANDS

Must possess mobility to work in various College buildings and facilities; strength, stamina, and mobility to perform medium physical work and to operate varied hand and

power tools and related equipment; vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone or radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in buildings and facilities and are occasionally exposed to loud noise levels, controlled temperatures, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Incumbents may interact with staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Amended: 10/2024