



USC University of
Southern California

Lead Custodian (Union) Job Description

JOB INFORMATION

<i>Job Code:</i>	143318
<i>Job Title:</i>	Lead Custodian (Union)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Custodial (Union)
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	7 Individual Contributor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Less than high school	
	X	High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
	X	Thorough knowledge of custodial trade.
	X	Knowledge of all cleaning standards and methods, materials, and equipment.
	X	Knowledge of and compliance with the operation of all mechanical cleaning equipment.
	X	Knowledge of and compliance with basic plumbing, electrical, carpentry, and painting work.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Proven customer service experience.
	X	Ability to speak and write in English.
		Ability to lift a minimum of 30 lbs.

Licenses

Req	Pref	License(s)
X		Valid driver's license may be required.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.