



Custodial Crew Leader

Purpose of the role:

Under direction, provides lead supervision to assigned work crews; assigns, supervises inspects, and participates in the work of custodial personnel responsible for performing a full range of general custodial maintenance duties related to cleaning and maintaining assigned buildings, facilities and adjacent grounds; trains assigned employees in their areas of work; performs related duties as required.

Distinguishing Characteristics:

This is the lead level class in the custodial series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned including providing lead supervision to assigned work crews. Employees perform the most difficult and responsible types of duties assigned to classes within this series including training, scheduling, assigning, and inspecting the work of custodial crews. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Schedules, supervises, assigns, evaluates, and participates in the work of custodial personnel responsible for performing general custodial maintenance duties related to cleaning and maintaining assigned buildings, facilities and adjacent grounds.
- Trains assigned employees in their areas of work including custodial methods, procedures, and techniques.
- Supervises the use, care, and operation of assigned equipment including carpet cleaners and floor buffers.
- Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards.
- Inspects job sites to determine work required and evaluate job performance.
- Inspects the work of crews in progress and upon completion; provides advice and assistance to crew members.
- Resolves a variety of routine personnel and administrative matters; recommends and implements disciplinary action as necessary.
- Prepares a variety of records and reports including time cards,

worksheets, accident reports, and maintenance requests.

- Responds to questions or complaints from user departments; coordinates custodial activities with City departments and outside agencies.
- Performs custodial work in an assigned area as a working supervisor; responds to emergency situations as necessary; ensures appropriate safe work practices are being observed; conducts safety meetings.
- Makes rounds through buildings in order to maintain security of municipal buildings, grounds and property.
- Estimates time, materials, and equipment required for jobs assigned; requisitions materials as required.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Custodial services and activities.
- Methods, materials, tools, and equipment used in custodial and general building maintenance work.
- Principles and practices of lead supervision, including selection, training, work evaluation and discipline.
- Methods and techniques of cleaning and preserving floors, furniture, walls, and fixtures.
- Operation and maintenance of a wide variety of hand and power tools and equipment used in custodial work.
- Proper mixing and dilution of cleansers, disinfectants and stripping agents.
- Operational characteristics of cleaning equipment and materials.
- Safe use of cleaning chemicals.
- Proper methods of storing equipment, materials, and supplies.
- Proper lifting techniques.
- Basic office and computer equipment and applicable software applications.
- Occupational hazards and standard safety practices.

***Desired
Minimum
Qualifications:***

Ability to:

- Perform the full range of custodial tasks.
- Plan, estimate, coordinate and schedule the work of a custodial staff.
- Provide training and ensure work is completed in a timely manner.
- Ensure adherence to safe work practices and procedures.
- Interpret, explain, and enforce department policies and procedures.
- Prepare and maintain a variety of basic written records and reports using standard office and computer equipment.
- Operate and maintain tools and equipment.

- Identify and implement effective and efficient courses of action to complete assigned work.
- Coordinate crew assignments with other divisions, departments and outside agencies.
- Learn and apply new information or new skills.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer Focused
- Flexible/Adaptable
- Accountable
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

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

Education/Training:

Formal or informal education or training that ensures the ability to read and write at a level necessary for successful job performance.

**Education and
Experience
Guidelines:**

Experience:

Two years of custodial experience at a level comparable to Custodian with the City of Thousand Oaks.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work primarily indoors performing the full range of custodial duties; sit, stand, walk on level and slippery surfaces, reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement; lift, carry and push tools, equipment and supplies weighing 25 pounds or more; climb ladders, use power and noise producing tools and equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Indoor environment; occasionally works outdoors and is exposed to inclement weather conditions; travel from site to site; exposure to noise, dust, fumes, air contaminants, grease, and cleaning agents.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: