

Job Title: Custodian

Department: Housekeeping
Reports to: Housekeeping Manager
FLSA Status: non-exempt
Age Requirement: 18+
Workweek: Fluctuating days, hours, weekends, holidays
Effective Date: January 2024



Job Description

Summary

The **Custodian** keeps the assigned area of the facility clean and orderly. He/she responds to any reasonable request made by a guest and/or management in an effective and timely manner. He/she recommends improvements and consults with management and serves as a resource in all aspects of keeping the facility clean. The Custodian will be cross-trained as Housekeeper, Laundry Worker, and when not assigned specific duties within the Housekeeping department, will be accessible, through coordination with the Housekeeping manager, to assist in other CDEC departments.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Complete all custodian tasks involved with all custodian work scope and guests.

Clean internal areas of buildings, including dust, sweep, scrub, mop, strip, wax and buff floors, and wash windows.

Clean, maintain and repair housekeeping equipment.

Vacuum, spot clean and shampoo carpets using heavy carpet extractor.

Clean carpet extractor, hoses, brushes, attachments after use.

Arrange furniture in lobbies, rooms, and houses.

Vacuum, spot clean and shampoo upholstered furniture.

Notify housekeeping manager of any cleaning items and supplies needed.

Replace worn or damaged parts such as hoses, and belts, in machines and equipment such as sweeper, snow blower, leaf blower, carpet extractors.

Do minor repairs to furniture, storage buildings and rental equipment.

Empty all garbage receptacles and recycling containers in assigned areas.

Take all garbage/recyclables to proper collection areas.

Perform minor maintenance and repairs, including furniture assembly, remote controls, TV cables, soap holders, hanging pictures.

Ensures accurate recording and reporting of all damaged items and items needing repaired.

Complete and submit proper paperwork to document the location, date, and item(s) not functioning properly so a work order can be generated.

Keep sidewalks at outside buildings clean and salted during winter months.

Operate snow removal equipment to maintain driveways and sidewalks.

Winterize canoes and paddle boats and perform Spring time setup.

Sweep and pressure wash outside buildings in summer months.

Transport, clean and repair grills.

Assist with set up and tear down of tents.

Assist with vending responsibilities when needed.

Cross-department assistance as requested and approved by department managers.

Additional duties when selected by Management and accepted by Employee:

Gain knowledge of RDP software.

Assist in overseeing daily boards for housekeepers.

Assign rooms to each housekeeper and update status of completed rooms once boards complete.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Exhibits ability to learn and apply new skills; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems.

Problem Solving - Identifies and resolves problems in a timely manner.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Conflict Resolution - Maintains objectivity; keeps emotions under control.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; supports organization's goals and values; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Measures self against standard of excellence; recognizes and acts on opportunities.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work.

Judgement - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software.

Certificates, Licenses, Registrations

On-the-Job training and attend training as required to work for CDEC.

Anti-Terrorism Awareness Certificate. Valid Driver's License when operating CDEC vehicles.

Physical Demands

The physical demands described here 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 functions.

While performing the duties of this Job, the employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to use hands to finger, handle, or feel; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; extreme heat; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

Acknowledgement

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature _____

Printed Name _____ Date _____