



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
CUSTODIAN
(ANIMAL SHELTER)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for performing custodial and manual work in the care and cleaning of recreation facilities. Reports to the Animal Shelter Supervisor.

There are two (2) levels of Custodian distinguished by the level of work performed and the qualifications of the employee

ESSENTIAL JOB FUNCTIONS

Performs routine cleaning tasks such as sweeping, mopping, waxing and buffing floors; dusting or polishing furniture; sanitizes work areas; emptying and disposing of trash. May remove fallen debris and litter from grounds.

Cleans restrooms and restocks supplies.

Completes laundry, sanitizes animal carriers and crates, washes animal feeding dishes, restocks supplies in the animal services room to include animal food, towels, bowls, etc.

Assists during set-up and break down of special events at facilities.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Cleaning Methods – General knowledge of cleaning methods, materials and equipment to include the operation of heavy commercial cleaning equipment such as high-powered buffers and vacuums.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to routine inquiries and disputes.
- Time Management – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

REQUIRED ABILITIES

- Equipment Operations – Ability to use specialized cleaning equipment and materials efficiently and economically.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Ability to listen and understand directions, information and ideas presented verbally or in writing.

EDUCATION AND EXPERIENCE

Custodian I – Requires 1 year of related custodial experience or an equivalent combination of education and experience.

Custodian II – Requires 2 years of related custodial experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history and sex offender registry check.

A valid driver's license with an acceptable driving record.

This position requires pre-employment medical evaluation

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert moderate, though not constant physical effort.
- Some combination of climbing and balancing, to include climbing ladders, stooping, kneeling, crouching, and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10 - 20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate colors or shades of colors, odor, depth, texture, and visual cues or signals.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as weather, dirt, dust, pollen, odors, wetness, machinery, vibrations, toxic agents, disease, or pathogenic substances.

