



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**CUSTODIAN, LEAD**  
(COMMUNITY RECREATION DIVISION)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
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## GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position personally performs and oversees, directs and supervises employees responsible for performing custodial and manual work in the care and cleaning of City facilities. Reports to the Recreation Program Supervisor, Senior.

## ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration to include providing input into recruiting, staff development and training, performance management and employee relations. Schedules and assigns work to custodial staff and inspects completed work for conformance to established standards.

Assists with routine cleaning tasks such as dusting or polishing chairs, desks, tables, shelves, and other furniture; washes windows, woodwork and walls; gathers and disposes of trash; cleans restrooms; operates carpet shampooers and high-powered buffers on floors; vacuums, sweeps, dust mops, strips and waxes floors. Monitors, orders, delivers and restocks supplies.

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 - Knowledge of cleaning methods, materials, and equipment to include the operation of heavy commercial cleaning equipment such as high-powered buffers and vacuums.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule and train staff.
- 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.

- Coordination of Work - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules. Provides a broad range of supervisory responsibilities over others.

### **REQUIRED ABILITIES**

- Equipment Operation - Ability to use equipment and cleaning 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 communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing.

### **EDUCATION AND EXPERIENCE**

Requires 3-5 years of related custodial experience and 1-2 years of lead or supervisory 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.

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.