



JOB SPECIFICATION
CUSTODIAL SHIFT LEADER

Code 18350
Grade GS 44

General Purpose

Under general supervision, assign, oversee and monitor custodial work on an assigned shift to maintain the cleanliness of buildings and grounds.

Typical Duties:

Direct and monitor custodial work. Involves: Plan daily cleaning tasks, assign tasks, and distribute supplies as needed and follow-up on results. Perform random inspection of facilities and identify areas needing improvement or productivity issues, address deficiencies with custodial workers and follow-up on results. Discuss problem areas or incomplete work with incoming or outgoing shift supervisor to ensure continuity and coordination of effort. Maintain security of cleaning equipment, files and records related to completed tasks.

Oversee subordinate custodial personnel. Involves: Assign, schedule and monitor work. Answer questions and provide direction to staff as needed. Train new employees. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Notify immediate supervisor of personnel issues. Track attendance and approve/disapprove leave requests. Promote the observation of safe work practices at all times.

Interact with public officials, contractors, tenants and the general public. Involves: Provide accurate information to inquiries, resolve problems, respond to complaints and take corrective action.

Perform related duties as required. Involves: Perform duties of subordinate personnel as necessary to ensure continuity of operations during absences. Perform custodial duties as required.

Knowledge, Skills, and Abilities

- Application of good knowledge of the use and handling the tools and equipment of the trade, cleaning practices, and occupational health and safety standards.
- Application of some knowledge of supervisory techniques and effective customer service practices and procedures.
- Follow oral and written instruction, attention to detail to ensure completion of assigned tasks.
- Establish and maintain effective working relationships with officials, employees, and the general public.
- Safely operate cleaning equipment and safely work in a variety of facilities, circumstances and situations.
- Effective communication skills.

Other Job Characteristics

- Lift and/or carry heavy or bulky items, materials or supplies weighing up to 50 pounds.
- Exposure to extreme weather conditions, moving traffic, hazardous chemicals and infectious disease.
- Mobility in the work environment.
- Some positions must pass a criminal background check and obtain and maintain federally mandated security clearance for working at an airport.



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Minimum Qualifications

Education and Experience: Two (2) years of custodial experience.

Licenses and Certificates: None.