

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**Custodian – JOB # NJ910**

**DEPARTMENT:** Janitorial Services Division (JSD) **DISTRIBUTION DATA:** 726701  
**EMPLOYMENT STATUS:** Part Time/Non-Exempt/Regular  
**REGULAR WORK SCHEDULE:** Schedule will vary between contract hours of operation, currently ranging from 8:00 a.m. to Midnight, Monday – Friday; May work any schedule or at any contract location, as needed.  
**SALARY WAGE GRADE/RANGE:** \_\_\_\_\_  
**REPORTS TO:** JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts.

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for completing the day-to-day janitorial services at the specified facility according to the contract procured.

**SUPERVISION RECEIVED:** Closely. Supervised by JSD Skill Trainer on day-to-day activities.

**SUPERVISION EXERCISED:** None.

**MINIMUM EDUCATION REQUIREMENTS:** HS diploma or GED equivalent plus 6 months to 1 year related experience and/or training. Extensive related work experience considered in lieu of degree.

**JSD ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for completing janitorial services on contracts/programs under their responsibility.
  - a. Ensuring that the Contract site Manager is pleased with the work being performed and that any special work requests are met with their approval.
3. Responsible for working as a member of the team in the JSD department at the assigned location.
  - a. Attending JSD staff meetings, as requested, to review program operations, new policies, procedures and paperwork, Client issues, facility issues, , and other location/program concerns.
  - b. Working with the JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts to create solutions for identified problems and to implement solutions within the facility.
  - c. Providing a good role model by following organizational policies and procedures.
4. Responsible for attending all required In-Service meetings and Community involvement activities as requested by the JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts.
5. Responsible for working to achieve program goals and objectives in accordance with grant and/or contract requirements. Working with employers to instill confidence and assurance in using GWIK as an employment service.
6. Responsible for completing all reports, and other requested information in a timely manner as required by GWIK policy.
7. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
8. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Emergency Procedures/JSD Manuals and the Client Handbook.
9. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.
10. Responsible for working under the direct supervision of the JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts.

**CUSTODIAN ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Responsible for the completion of on-site janitorial contract work, as directed.
2. Responsible to provide feedback to the JSD Skill Trainer, Lead JSD Skill Trainer, and/or the Vice President of Operations/Contracts concerning any problems at the facilities.
3. Responsible for maintaining supplies and janitorial equipment according to TOSHA standards and reporting any damage of said equipment to the JSD Skill Trainer.
4. Responsible for maintaining excellent and courteous relations with all employees and Clients as well as employees of janitorial customer.
5. Responsible for informing the JSD Skill Trainer, in a timely manner, when unable to report to work at scheduled time, and/or if some extended time off is needed.
6. Responsible for arriving when scheduled, and being dressed neatly and appropriately.
7. Responsible for maintaining satisfactory attendance and punctuality based on GWIK policies. Responsible for working any shift, as scheduled.

**ANNUAL PERFORMANCE STANDARDS:  
POINTS RANGE STANDARD**

0-50	Completion of Work--Ensure that work is completed as per specifications; Accomplishment of contract obligations. Providing excellent customer service to all customers creating a positive image for the JSD Department and GWIK. Takes initiative to complete tasks without being asked. Willingness to work whenever or wherever needed.
0-20	Maintains Supplies and Equipment--Ensuring all equipment is maintained in working order and that cleanliness standards are adhered to. Ensuring all malfunctions or defects are reported immediately. Ensures that supplies are used and stored properly.
0-15	Housekeeping/Safety--Maintaining a clean a safe environment for staff, customers, and Clients, minimizing accidents by ensuring a hazardous-free environment, maintaining a clean and pleasant working environment for everyone at the facility
0-15	Communications--Maintains communication with the with the JSD Skill Trainer to report status of work, problems or other relevant information. Fosters goodwill and motivation with all staff. Maintains a positive demeanor at all times. Open to new ideas or changes.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Prefer prior experience in a janitorial work setting using equipment in janitorial work.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** None required.

**MINIMUM EXPERIENCE REQUIREMENT:** 6 months – 1 year related experience and/or training.

**ACCESS TO CONFIDENTIAL INFORMATION:** None.

**HANDLE ORGANIZATIONAL FUNDS:** Not part of normal work duties.

**LANGUAGE SKILLS REQUIRED:** Level 2

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 staff members.

**MATHEMATICAL SKILLS REQUIRED:** Level 1

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 REQUIRED:** Level 2

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

**PHYSICAL DEMANDS:**

	AMOUNT OF TIME IN JOB			
	None	Under 1/3	1/3-2/3	Over 2/3
Standing	___	___	___	<u>X</u>
Walking	___	___	___	<u>X</u>
Sitting	___	<u>X</u>	___	___
Using hands to feel or handle	___	___	___	<u>X</u>
Reaching with hands and arms	___	___	___	<u>X</u>
Climbing or balancing	___	___	<u>X</u>	___
Stooping, kneeling, crouching, or crawling	___	___	___	<u>X</u>
Twisting, bending, and turning	___	___	___	<u>X</u>

**Weight lifted or force exerted:**

	None	Under 1/3	1/3 – 2/3	Over 2/3
Up to 10 pounds	___	___	___	<u>X</u>
10 – 25 pounds	___	___	___	<u>X</u>
25 – 50 pounds	___	___	___	<u>X</u>
50 – 100 pounds	___	___	<u>X</u>	___
Over 100 pounds	___	<u>X</u>	___	___

**SPECIAL VISION REQUIREMENTS:** Must have good close vision, have good peripheral vision, and no depth perception problems.

**ENVIRONMENTAL CONDITIONS:** Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

**NOISE LEVEL IN WORK ENVIRONMENT: Moderate**

**OTHER SPECIAL REQUIREMENTS: Must have reliable transportation to and from work.**

**Revised 11/09; Revised 3/09; Reviewed 12/08; Revised: 12/07; Revised: 5/06; Revised 6/05; Revised 12/03; Reviewed 12/02;  
Reviewed 12/01; Revised 1/01; Initial 4/00**