

## POSITION DESCRIPTION



**POSITION TITLE:** Custodian

**CREATED:** January 2023

**SUPERVISOR'S TITLE:** Operations Services Supervisor

**FLSA Status:** Nonexempt

### PURPOSE

The Custodian is responsible for general upkeep and cleaning of zoo offices, meeting rooms, breakrooms, and indoor guest spaces. This position is generally scheduled as second shift and will be required to work independently. This position also contributes to positive guest experiences and performs other duties as required.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **ESSENTIAL FUNCTIONS**

- ▶▶ Performs daily cleaning of all break rooms across zoo property.
- ▶▶ Performs daily cleaning of indoor public spaces.
- ▶▶ At least twice weekly, completes cleaning of all office spaces and meeting rooms across zoo property.
- ▶▶ Maintains confidentiality and privacy while cleaning and maintaining office spaces throughout the park.
- ▶▶ Assists with daily cleaning of public restroom facilities as needed, including but not limited to cleaning the mirrors, sinks, toilets, floors (e.g. mopping, sweeping), walls, doors, emptying trash receptacles, replenishing supplies, and maintaining cleanliness of grounds outside of the public rest rooms.
- ▶▶ Assists with event or room set up/clean up for meetings and special events.
- ▶▶ Assists with park services duties as needed.
- ▶▶ Provides behind the scenes support during special events.
- ▶▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

### EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ High school diploma or GED is preferred.
- ▶▶ One year of experience performing maintenance or janitorial services is preferred.

### KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to professionally and effectively communicate with others through written correspondence.
- ▶▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to make independent decisions and manage time effectively.
- ▶▶ Knowledge of Microsoft Office software.
- ▶▶ Strong organizational skills.
- ▶▶ Knowledge of general office procedures and practices.
- ▶▶ Knowledge of correct grammatical usage, punctuation, etc.
- ▶▶ Ability to work a flexible schedule as needed.
- ▶▶ Ability to handle confidential information.
- ▶▶ Ability to understand and follow all safety regulations.

- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

## **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.

- » Ability to operate cleaning equipment, including vacuums, paper and sanitary dispensers, etc.
- » Ability to professionally and appropriately interact and communicate with others in person.
- » Ability to regularly travel assigned areas several times per day and efficiently enter all assigned areas.
- » Ability to negotiate a confined workspace while working with one or more coworkers.
- » Ability to properly lift and carry items up to 25 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous or venomous animals.
- » This position may include exposure to zoonotic diseases.
- » This position may include exposure to noxious native plants.
- » This position may include exposure to native biting insects and arthropods.