

Custodial Support Technician

New Hanover County Schools

Job Description

Class: Classified

Dept: Maintenance Operations

TITLE: Custodial Support Technician

QUALIFICATIONS:

1. High School degree or equivalent.
2. Five years of increasingly responsible technical, analytical and administrative experience.
3. Valid North Carolina driver's license.

REPORTS TO: Custodial Administrator

JOB GOAL: Direct and coordinate work assignments, schedule the pickup and delivery of custodial equipment in need of repair; maintain a running inventory of parts for all machines used by custodial staff. Facilitate training for the use and maintenance of all machines used by the custodial staff. Provide administrative support for the custodial section of Maintenance Operations.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to schools and Maintenance Operations.
2. Maintain database records of school system warranty issues and work requests as well as an inventory of parts for repair of custodial equipment.
3. Coordinate activities with those of other departments; provide staff assistance to the Custodial Administrator; prepare and present staff reports and other necessary information.
4. Perform regular analysis of outstanding work requests, develop recommendations, and make changes as necessary.
5. Develop, plan, and implement goals and objectives; recommend and administer policies and procedures.
6. Respond to and resolve inquiries and complaints regarding maintenance and repair of custodial equipment.

7. Analyze and repair various brands of vacuums, wet/dry vacuums, burnishers, floor scrubbing machines, auto scrubbers, carpet machines and other custodial equipment.
8. Negotiate with outside vendors.
9. Participate in professional groups and committees.
10. Assist in planning of the custodial support program; attend training sessions and/or seminars as required; provide leadership for the Custodial Support program.
11. Schedule and assist with interviews for custodial substitutes and assigning custodial substitutes to schools throughout the district where there are needs.
12. Assist, when needed, with the custodial inspection process.
13. Perform related duties and responsibilities as requested by the Custodial Administrator or Director.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 69

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Ability to maintain open lines of communication with all office custodial support, Maintenance Operations staff members; work with the Maintenance Operations department to develop a strong, cohesive department.
- Ability to communicate efficiently with school administrators, vendors, and other school personnel to coordinate work orders.
- Demonstrate functional knowledge of purchasing procedures.
- Ability to learn the custodial field and determine what equipment would be most effective in this line of work.
- Demonstrate functional knowledge of Microsoft Office and work order entry system.
- Ability to interpret and apply federal, state, local, and school systems policies, procedures, laws, and regulations.
- Ability to work alone or supervise any number of personnel required to accomplish the assigned task, to coordinate and plan the work of others to meet deadlines, accomplish

specific tasks, or meet specific standards, and the ability to establish and maintain cooperative working relationships.

- Ability to train custodians on the proper use of custodial equipment, either one on one or in groups.
- Ability to lift up to 50 pounds.