



## HEAD CUSTODIAN

Department: Custodial

Reports to: Director

Chain of Command: No

Certifications: First Aid and CPR

Level: 6

FLSA Status: Non-Exempt

### Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being initiative-taking and helpful. Being hospitable and positive, I assist in the use of library resources by putting Custodial procedures into action.

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### Essential Functions

#### Expertise

- I lead within the library by participating in Daily Council, meeting with my supervisor regularly, recommending and implementing policy and procedural changes, and consulting with other departments.
- I help run my departments by having regular department meetings as necessary, preparing reports and budgets as required, and in general overseeing the daily operations to be sure we are offering our best to library patrons and staff.
- I ensure that the cleaning needs of the library, both for staff and library users, are realized and maintained.
- I often collaborate with vendors and contractors, and strive to keep records up to date, represent the library well, and follow up to be assured of delivery of services and final payment.
- I lead the custodial staff, by example, spending most of my time away from the office and assisting with the cleaning duties of the custodians at all locations and by backing up custodial staff at all locations when needed.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
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#### Customer Service

- I am approachable and understanding so I can assist patrons and staff in accessing materials, both digitally and analog.
- I remain client-driven when helping patrons or answering directional or general library questions.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand basic and some advanced technologies.

- I help resolve issues.
- I am an advocate for books and reading.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.

#### Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library-related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

#### Supervision

- I provide strategic direction, leadership, supervision, scheduling, and guidance for my staff.
- I am integral in the selection of new employees for my department, seeking recommendations and advice from others, as necessary.
- I seek to retain new employees by hiring, training, mentoring, and evaluating them. I oversee the safe use of equipment and chemicals unique to my department.
- I communicate regularly with employees to guide them, set expectations, and review performance, both good and bad.
- I assign tasks and duties and give regular feedback on those assignments.
- I give staff the tools they need in professional development, and in the pursuit of excellent customer service.

#### Nonessential Functions

- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team and help coworkers in my department and in other departments as much as I am able.

#### CORE ABILITIES CRITICAL TO ALL STAFF

- I am client driven.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am an initiative-taker and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am an analytical person.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

#### Knowledge and Skills

- Basic computer literacy skills, including knowledge of Microsoft Outlook.
- Skilled with custodial equipment, such as but not limited to vacuum sweepers, buffer, floor machines, carpet extractors, lawn care equipment, and vertical lifts.
- Basic familiarity with HVAC systems and elevator systems.
- Basic understanding of the Material Safety Data Sheet and other regulations and safety guidelines for hazardous chemicals.

#### Education/Experience and any pertinent Certifications

- High school diploma or equivalent. College and relevant technical school education are a plus.
- 3 years or more custodial, cleaning, and supervisory experience.
- Must have a valid Indiana driver's license, or the ability to attain one.

#### Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to manage objects and operate tools, computers, and/or controls.
- Work in normal library working conditions and unpredictable outside climates; moderate to severe exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures, as well as working outside during extreme weather events.

*This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments, or working conditions associated with this job.*

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.