

**Metropolitan Knoxville Airport Authority
Position Description**

Custodian I

Status NE 2	Position Custodian I	Date August 2021
Department Operations	Manager/Supervisor Building Services Supervisor	

General Description of Major Tasks of Position

Responsible for performing routine and general custodial duties to assure an overall clean, neat and professional appearance of the airport terminal building. Performs activities requiring use of custodial tools in care of floors, walls, fixtures, glass windows, doors, bathroom fixtures, and all other parts of the airport physical plant. Applies cleaning solutions, wax, and other chemicals in accordance with supervisor direction.

Tasks of Position Representative activities as Duties and Responsibilities

Performs general custodial duties. [Essential] [70-90%]

Representative activities include:

Cleans and sanitizes the interior of the airport terminal building. Uses brooms, dust pans, cleaners, mops, vacuums, dusters, buffing machines, carpet cleaner and chewing gum remover. Empties garbage, ashtrays, and replaces liners. Removes garbage and refuse to dumpster. Cleans windows using squeegee. Applies strippers and waxes for floor care. Cleans baggage belt system and escalators. Sweeps street front entrance area. Stocks supplies for restrooms and closets. Cleans and sanitizes water fountains and restrooms.

Performs other activities as may be requested or required. [Non-Essential] [5-10%]

Minimum Educational and Work Qualifications

High school graduation or equivalent preferred plus one year work experience. Must be able to read and write. Knowledge of custodial functions preferred.

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Environmental and Working Conditions

Job is performed in a well lighted, well vented, modern terminal building. Requires constant movement from one work location to another and standing tolerance with frequent bending, stooping, twisting, overhead reaching and lifting of up to 50 pounds. Effective communication skills are required. May be subjected to caustic cleaning chemicals with occasional unpleasant odors. Operates custodial equipment including buffers. This position is subject to emergency recall requirements and may be assigned "On Call" duty.

Signature of Employee

Date

Signature of Manager

Date

Key Performance Variables and Factors

1. **Achievement Orientation** - Personal efforts toward accomplishment of individual and business unit goals and customer service. Degree to which incumbent seeks additional responsibility and personal growth, establishes own standards of excellence, presents a results orientation, and displays a sense of responsibility.
2. **Job Knowledge** - Understanding of job-related requirements, techniques, methods and procedures. Degree to which incumbent demonstrates training and experience. Extent to which employee improves skills by keeping abreast of changes in techniques and related developments.
3. **Productivity** - Personal efforts toward quality and quantity of work performed. Consider the amount of work, accuracy of results, thoroughness, use of time, amount of supervision required, errors, and completeness.
4. **Attendance** - Evaluate availability for work. Degree to which employee displays responsibility to be at work as scheduled. Evaluate causes of absences as well as frequency and severity.
5. **Communication/Interaction Skills** - Ability to communicate effectively with others as required and the quality of day to day communication interaction required with other employees and customers.
6. **Safety Commitment** - Extent to which employee works safely and observes safety rules, regulations and practices, and shows interest and concern for Airport Authority's commitment to a safe and clean working environment for all employees.
7. **Quality Commitment** - Extent to which an employee is committed to pursuit of excellence in all aspects of position responsibilities including: service and commitment to customers, support of Airport Authority's goals and customer service, objectives, policies, procedures, practices, and training.
8. **Teamwork** - Contribution and performance in team and/or committee situations. Contributions to innovation, creativity, communication, consensus building team derived solutions to continuing problem solving and improvement processes.