

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Custodial Assistant

Definition

Assists a higher-level supervisor in conducting a building custodial and sanitation operation; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Maintains inventory to distribute housekeeping supplies, materials, and equipment to Custodial Workers and Leaders by requisitioning, stocking, and recording items issued or received.

Directs a clothing and linen maintenance service to make, mend, and alter clothing, draperies, and other items, by advice and consultation on work procedures, procurement of materials, and clarification of work orders.

Competencies Required

Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Static Strength – Exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk Strength – Use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing.
- Extent Flexibility – Bend, stretch, twist, or reach with your body, arms, and/or legs.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others’ actions.

- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from high school or HSED (GED) and one year of full-time work experience in commercial building maintenance.
- 2) A total of one year of education and/or full-time experience (as described in number one), where 30 semester hours of accredited post-high vocational training or course work equals one year of full-time experience.

Effective date: 08/20 KF