

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

Custodial Worker

Definition

Performs manual labor tasks to clean and sanitize public buildings, offices, and institutional residences; 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

Sweeps, dusts, and wet mops floors or stairs; strips, waxes, buffs, and reseals floors, using brooms, dust mops, vacuums, wet mops, and floor machines.

Dusts, cleans, and polishes furniture, counters, shelving, and window or door ledges and casings using cloths and cleaning or polishing solutions.

Dusts, wet mops, and washes walls, ceilings, and partitions, using wall brushes, wet mops, cloths, and cleaning solutions.

Cleans lavatories, toilets, and bath facilities using cleansers and sanitizing solutions, brushes, cloths, and squeegees.

Disposes of waste paper and other discards; collects and places trash in an incinerator or trash pick-up area.

Makes minor repairs to secure table legs; replace handles, knobs, fuses, light bulbs, and similar items; tightens screws, replaces nails, and performs related tasks.

Makes safety checks by observing and checking locked doors, temperature readings for heating and air conditioning, and on/off switches for machines.

Sweeps and removes snow from steps and sidewalks immediately adjacent to assigned buildings, using brooms, snow shovels, and powered snow removal equipment; occasionally rakes leaves.

Shampoos or spot cleans carpets and rugs using a rug shampooing machine, brush, or cloth and cleaning solutions.

Transfers furniture, lamps, accessories, and equipment to clear areas for cleaning and redecorating work by lifting and carrying light to heavy objects.

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.

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, GED, or equivalency.
- 2) One year of full-time work experience in commercial building maintenance or housekeeping.

Effective date: 08/20 KF