

# Custodial and Maintenance Technician

## Job Description and Competencies



### Position Overview:

The primary duties of the Custodial and Maintenance Technician are the upkeep and cleanliness of the Epic Center building, equipment, and grounds including daily cleaning, event setup/tear down, and light maintenance to lighting, electrical, HVAC, and plumbing equipment. Under the Epic Center Director's direction, the Custodial and Maintenance Technician completes daily assigned work orders and assists other Building Partners in completing maintenance and repairs, daily cleaning, and event set up/break down. The Custodial and Maintenance Technician position is a part-time, hourly position that is largely self-directed, one must provide excellent customer service, and communicate well.

### Major Tasks Performed (Essential Job Functions)

#### Cleaning

- Performs routine cleaning duties as required, including but not limited to changing trash, cleaning of surfaces, and maintaining cleanliness of restrooms
- Clean walls throughout the building as necessary
- Conduct deep-cleaning projects as scheduled
- Clean and address all Building Partner suites as per each suite's scope of work
- Manages inventory of cleaning supplies

#### Maintenance

- Repair and maintain facilities and grounds such as painting, patching, ceiling tiles, lights, and equipment repairs
- Exercises best practices related to facility maintenance and custodial work
- Basic knowledge of a variety of Mechanical, Electrical, and Plumbing equipment
- Maintains equipment and tools including hand tools, power tools, and cleaning tools
- Monitor the grounds and facility and be able to ensure the facility is secure
- Maintain building access systems as requested
- Monitor security system as requested
- Respond to after-hours emergencies as requested
- Notifies the director regarding the need for repairs or additions to building operating systems, and coordinates with outside vendors for services
- Participate in work planning for facility maintenance and operations

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### Event Management

- Onsite support of events and event set up/breakdown
- Be familiar with each event and its needs – equipment, and staffing as laid out on the production sheet, manage the execution of those needs, and coordinate the event from beginning to end
- Establish and maintain effective working relationships including frequent communication with Building Partner staff, contractors, and facility users/clients
- Provide feedback, both oral and written on the progress, challenges, and outcomes of each event

### Required Competencies:

#### Follows Protocols

- Follows procedures for the use of chemical cleaners and power machinery to prevent damage to floors and fixtures.
- Performs all work by established safety practices and with instructions/training received from supervisory personnel. Complies with all OSHA/MIOSHA rules and regulations governing job duties and the use of supplies and equipment.

#### Interpersonal Skills

- Strives for self-awareness in a social setting.
- Demonstrates sincere interest in others.
- Treats all people with respect, courtesy and consideration.
- Respect differences in the attitudes and perspectives of others.
- Listens, observes, and strives to gain an understanding of others.
- Communicates effectively.
- Shows sensitivity to diversity issues.

#### Organizing

- Can marshal resources (people, funding, material, support) to get things done.
- Can orchestrate multiple activities at once to accomplish a goal.
- Uses resources effectively and efficiently.
- Arranges information and files in a useful manner.

#### Personal Accountability

- Work effectively under pressure to meet business deadlines. Adaptable through change. Maintain a productive sense of urgency.
- Demonstrates the ability to self-evaluate and utilize feedback.
- Strives to take responsibility for their actions.
- Accepts personal responsibility for outcomes.

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- Observes and analyzes data to learn from mistakes.
- Sees new possibilities by examining personal performance.

### Integrity and Trust

- Is widely trusted.
- Is seen as a direct, truthful individual.
- Can present the unvarnished truth in an appropriate and helpful manner.
- Maintains confidentiality.
- Admits mistakes.

### Problem-Solving

- Uses rigorous logic and methods to solve difficult problems with effective solutions.
- Probes all fruitful sources for answers.
- Can see hidden problems.
- Is excellent at honest analysis.
- Looks beyond the obvious and doesn't stop at the first answer.

## Education / Experience / Skills:

<b>Education</b>	<b>Required:</b> High School Diploma <b>Desired:</b> Technical, Trade School, or equivalent for Maintenance work
<b>Experience</b>	<b>Required:</b> 1-3 years of proven custodial and maintenance work, supervising others. <b>Desired:</b> 3-5 years of proven custodial and maintenance work, supervising others.
<b>Skills</b>	<b>Required:</b> <ul style="list-style-type: none"><li>• On-time, ready, and reliable</li><li>• Must be able to lift up to 80 pounds</li><li>• Willing and able to work events, nights, and holidays as needed</li><li>• Occasional exposure to high noise levels and flashing lights.</li><li>• Able to be exposed to Michigan weather and unconditioned indoor temperatures</li><li>• Able to stand for long periods of time, up to 8 hours or more</li><li>• Able to stoop and bend</li><li>• Able to safely work with potentially dangerous chemicals and equipment</li><li>• Able to comply with safety and health code standards</li><li>• Able to handle responsibilities that require repetitive motion tasks</li><li>• Basic Computer skills ability, for Microsoft Office Suite and Planning Pod scheduling software</li></ul> <b>Desired:</b> <ul style="list-style-type: none"><li>• Experience in Theatre and event management</li></ul>

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### Physical Demands – Facilities

While performing the duties of this job, the employee is regularly asked to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee is frequently asked to walk, sit, talk, or listen. The employee must occasionally lift and/or move up to 80 pounds. The employee is occasionally required to use the computer, telephone, and other office equipment. Specific abilities required by this job include close vision and the ability to adjust focus, as well as safely work with potentially hazardous chemicals and equipment, and exposure to high noise levels and flashing lights.

### Work Environment - Facilities

The employee works in an arts and culture office and performance environment with, for the most part, ambient room temperatures, lighting, and traditional performance spaces. Work also includes areas that house mechanical systems with low lighting and temperatures outside normal ranges. May occasionally be asked to work outside such as on the roof of the facility. This position's pay starts at \$15 an hour and can go as high as \$22. Qualified and interested applicants should provide their resume and accurate contact information via email using the subject heading: Custodian Applicant to Jeff Weber, c/o Carla Bell at [info@kalamazooarts.org](mailto:info@kalamazooarts.org). Resumes may also be dropped off in person at 259 S Kalamazoo Mall, Suite 203, Kalamazoo, MI 49007.

*This job description in no way states or implies that these are the only duties to be performed by the employee in this position. The employee will be required to follow any other instructions and to perform any other duties as requested by their supervisor at any time, with or without notice.*