

SUMMARY OF JOB RESPONSIBILITIES

Area Custodian for Custodial Services

This is an explanation of what is expected of a custodian employed by Custodial Services. It does not cover aspects of custodial work unique to a particular work area assignment, but is general enough to be applicable to all of the buildings serviced by Custodial Services. Special cleaning requirements specific to individual work area assignments are addressed separately between the custodian, his or her supervisor, and the building supervisor.

Custodial Services provides cleaning services to the academic and administrative buildings at MSU. The building space serviced has been divided into a number of custodial work areas or zones. The spaces within these areas in turn have been classified into functional categories that impact how often and to what degree the spaces are cleaned. The categories are as follows:

- A. **CIRCULATION AREAS.** These are areas such as entry walks and stairs, entryways, lobbies, hallways, stairways, exhibition service rooms, and public waiting rooms.
- B. **RESTROOMS.** Shower rooms, locker rooms, ticket booths, dressing rooms, equipment supply rooms, first aid rooms, towel rooms and custodial closets are in this grouping along with the restrooms.
- C. **CLASSROOMS.** In addition to general purpose classrooms and their service rooms: lecture rooms, lecture-demonstration rooms and their service rooms, seminar rooms, conference rooms, shops and shop service rooms, assembly areas, music practice rooms, and individual study laboratories dedicated to a specialized field are included in this category.
- D. **XL (Extra Large) FLOORS.** These are often open floors that are very large in area. Currently, this category primarily consists of the Romney gymnasium and dance studio, various exhibition rooms across campus and the library stacks.
- E. **CLASS LABORATORIES.** This is a broad category which includes audiovisual, radio and TV rooms, data processing and computing areas, microcomputer rooms, art studios, photographic/video studios, industrial arts/engineering classroom shops, production rooms, treatment rooms, music rehearsal rooms for groups, language laboratories, studios for large groups, and other specialized use rooms or facilities which are used for teaching purposes. Also included are all service rooms associated with each lab or area.
- F. **OFFICES.** In our current definition, an office is typically a single cell with one entry/exit. If it has more than one entry/exit, the multiple openings must not be used to provide a thoroughfare through the cell to somewhere else or it changes the definition to an office suite. Lounges and lounge service rooms, meeting rooms and

their service rooms, merchandising facilities (stores) and their service rooms, process rooms, recreation rooms, storage rooms, study rooms, office service rooms and break rooms are included.

- G. OFFICE SUITES. The definition currently in use classifies space as an office suite when a) it's use is obviously for office functions and b) the partitioning is such that free circulation occurs throughout the space. See the contrasting definition of Office above.
- H. RESEARCH LABORATORIES (NON-CLASS LABORATORIES). All research labs, their service rooms, and animal quarters are included in this category.
- I. AREAS NOT SERVICED. These are areas such as mechanical rooms, storage rooms, utility accesses and other departmental areas not serviced due to request or specialty.

Ideally, all surfaces within these areas are to receive cleaning attention at certain frequencies. They may be vacuumed, shampooed, extracted, dusted, swept, scrubbed, mopped, stripped, neutralized, sealed, waxed, buffed, and polished according to need, type of material and application. Such surfaces receive treatment contingent upon the following conditions:

- a) They are reasonably clear of non-permanent and/or personal objects.
- b) They are within safe reach of a standard ten foot stepladder. Up to a fourteen foot stepladder may be used when another member of the custodial staff is present to steady the ladder. The surfaces must be easily accessible using typical custodial equipment. Light tubes or bulbs that are located over stairs, for example, are not to be replaced without making special arrangements with the worker's supervisor, and may not be done by Custodial Services but by Campus Maintenance electricians.
- c) There are not any hazardous materials on or in close association with the surface.
- d) There is not any unusually sensitive or dangerous equipment in close association with the surface.

If any surface fails to meet conditions a) through d) above, the surface is not cleaned without making special arrangements with the supervisor and the building space occupant. Because of work shift timing, this may not happen until the next day. The worker is expected to inform the supervisor in charge immediately about the change in the work plan.

Work priorities are set according to predetermined cleaning frequencies for each type of space. In the FY 93 cutback regime, space categories A through E receive full service daily. Category F (Offices) space requires floor care and garbage removal only, once per week. Category G (Office Suites) space requires floor care and garbage removal only,

twice per week, Wednesdays and Fridays. Category H (Research Labs) space does not receive any service except for yearly refinishing of the floors and relamping of light fixtures, or special requests approved by the Manager of Environmental Services. Category I space is never entered. Categories F-H may have trash emptied up to a daily frequency if the occupants place the container(s) out in the hallway on days not scheduled for cleaning.

Here is how the custodial work has been separated into daily and as-needed tasks for the various types of areas mentioned above. There is a floor plan of each work area color coded for the cleaning frequency.

A. CIRCULATION (colored green on the floor plan)

1. DAILY:

- a) **Carpeted Floors** are vacuumed.
- b) **Hard-surfaced Floors** are swept or dust mopped, including areas beneath objects that can be gotten under without undue inconvenience, such as desks, chairs and heaters; floors are wet mopped at least once per week or more if needed.
- c) **Trash containers** are emptied.
- d) **Drinking Fountains** are cleaned and polished, all hard water accumulations removed, drains cleared of debris.
- e) **Glass Doors** must have all fingerprints and smudges removed on the inside surface, and the outside surface also, weather permitting.
- f) **Solid Doors** are cleaned where people put their hands regularly.
- g) **Light Switches** are cleaned along with the wall surfaces immediately surrounding them.

2. AS-NEEDED:

- a) **Walls** are scrubbed.
- b) **Light Fixtures** are cleared of dead flies and the diffusers/lenses cleaned.
- c) **All Horizontal Surfaces** are dusted, wiped, and scrubbed.
- d) **Glass Entryways**: the inside surfaces and the panels on either side of the doors are kept clear of smudges and body oils.
- e) **All Glass Installations** must have all soil deposits removed and are

dusted, scrubbed and/or shined as appropriate for the surface.

- f) **Light bulbs and tubes** are replaced when they are burned out or are flickering.
- g) **Trash containers** are cleaned with cleaning solution.
- h) **Resilient Tile Floors** are damp mopped, buffed and finished.
- i) **Air Vents**, when present, must have the dust and lint removed from the grating.
- j) **Outside Building Approaches**: these are defined as the area of sidewalk extending to five feet beyond the outside door when stairs are absent, and extending from the outside door to five feet beyond the bottom stair when stairs are present as part of the approach. These areas are swept clean of all dirt and debris. Snow and ice must also be cleared off the building approaches. Snow and ice removal is done at the beginning of the work shift if it is not snowing, and at the end of the shift if it is snowing during the shift. Entry sand urns and/or trash containers are emptied daily.

B. RESTROOMS (colored green on the floor plan)

1. DAILY:

- a) **Sinks, Urinals and Toilets** are cleaned with a germicidal cleaner. All soap film, hard water stains, grease and other deposits are removed from the porcelain and metal surfaces. Particular attention is given to underneath the rims and around the drains on the porcelain fixtures. Toilets and urinals need special daily attention near the bowl water line and water entry to the bowl. The junction between the porcelain and the lid is cleaned thoroughly, as well as any pipe connections with the porcelain.
- b) **Mirrors** are cleaned and shined.
- c) **Counter tops** are wiped off with a germicidal cleaner so that they are entirely free of accumulations of dirt and grime.
- d) **Trash containers** are emptied.
- e) **Floors** are damp mopped with a germicidal cleaner.
- e) **Doors** are cleaned around handles and other places people put their hands.
- f) **Walls and dividers** are cleaned in any spot where people regularly put their hands, such as near soap and towel dispensers, light switches and door latches.

- g) **Soap dispensers** are cleaned, the metalwork shined and the orifice opened.
- h) **Soap Dispensers, Toilet Paper Holders, Roll Towel, Soap and Sanitary Napkin Dispensers** are restocked.
- i) **Custodial closets** are kept clean and orderly.

2. AS-NEEDED:

- a) **Light Fixtures** are cleaned and the tubes replaced as they burn out or start flickering.
- b) **Wall, Ceiling, Door and Divider** surfaces are cleaned and dusted.
- c) **Air Vents** are cleared of accumulations of dust and lint.
- d) **Trash containers** are cleaned with a germicidal cleaner and allowed to dry before recovering.

C. CLASSROOMS (colored green on the floor plan)

1. DAILY: The same surfaces given daily attention in the circulation areas must serviced in the classrooms, with these additional tasks:

- a) **Chalkboards** are wiped down and the erasers and chalk trays cleaned.
- b) **Chair/desk arrangement(s)**: the original or intended arrangement is restored if it has been disturbed.
- c) **Trash containers** are emptied.

2. AS-NEEDED: The same surfaces requiring periodic maintenance in circulation areas are handled in a similar fashion in the classrooms, with the following additions:

- a) **Chairs** are wiped down to remove the soil buildup, and the gum scraped off their bottoms.
- b) **Pencil sharpeners** are emptied.
- c) **Chalkboards** are supplied with a minimum of three pieces of chalk.
- d) **Bookcases and the tops of books** are dusted or vacuumed.

D. XL FLOORS (colored green on the floor plan)

These areas are treated like circulation areas.

E. CLASS LABORATORIES (colored green on the floor plan)

1. DAILY: Basically the same as the other daily functions, with the following conditions:
 - a) **Lab sinks** are not normally cleaned because of the unusual substances discarded in them. Sometimes these materials constitute a danger to the custodian or may require special cleaning techniques. If it can be proven that a particular lab sink is used in the manner of a break room or restroom sink, it may be cleaned only with approval of the Manager of Environmental Services.
 - b) **Lab machinery** must not be touched.
 - c) If a custodian encounters a spill or mess in which the substances involved cannot be positively identified, the custodian must contact a supervisor before proceeding with any cleaning operation.
2. AS-NEEDED: These work functions are similar to the other area categories previously mentioned.

F. OFFICES SUITES (colored blue on the floor plan)

These are done Wednesdays and Fridays only. The only exception to this schedule is Montana Hall.

1. BI-WEEKLY: These areas receive floor care and the trash removed only, except for special requests approved by the Manager of Environmental Services. There are these additions or exceptions:
 - a) **Lounge and break room sinks** are cleaned with a germicidal cleaner every cleaning day.
2. AS-NEEDED: In general, detail work is left to special requests, or a yearly deep cleaning which coincides with the refinishing of the floors or carpet extraction.

- a) **Bookcases and the tops of books** are dusted or vacuumed only upon special request and after prior approval from the Custodial Services Superintendent.
- b) **Chalkboards** are cleaned only upon request and after prior approval from the Custodial Services Superintendent.
- c) **Furniture** is dusted only upon request and after prior approval from the Custodial Services Superintendent.

Special care is taken to avoid disturbing any personal objects in offices. Each office remains unlocked only while the custodian is in it cleaning. Office machinery is not touched, not even to turn off a machine that has been left powered up.

G. OFFICES (colored yellow on the floor plan)

These areas are cleaned once per week on a prearranged schedule. In other words, any given office may be cleaned on any day of the week, depending on what the supervisor schedules. Except for the lower scheduled cleaning frequency, the treatment for these areas is virtually the same as the office suites.

H. AREAS NOT SERVICED (colored red on the floor plan)

Custodians are not required to be in these areas and avoid them except in instances where there are special maintenance requirements, such as fire extinguisher inspections or floor finishing projects.