



Position:
T-CC Assistant/Custodian
Status:
Full-Time, Non-Exempt

JOB DESCRIPTION

SUMMARY

Under the direction of the T-CC Building Superintendent, the Mason Transit Authority's (MTA) **T-CC Assistant/Custodian** position is primarily responsible for assisting in the implementation of a wide variety of activities at the MTA Transit-Community Center (T-CC), including but not limited to, major custodial and maintenance duties, event set-up, clean-up, and oversight of events at T-CC. The assignment of specific duties to the **T-CC Assistant/Custodian** will vary depending on the Agency's business needs, shift rotation and individuals' expertise and skill sets.

DISTINGUISHING CHARACTERISTICS

Employees assigned to this class are part of the team effort which provides support and assistance to staff. Incumbents are responsible for providing excellent customer service, and resolving customer concerns and questions in a timely and effective manner.

Supervision received from: T-CC Building Superintendent

Supervision exercised over: N/A

KEY COMPETENCIES EXPECTED:

Competencies are defined as those measurable or observable knowledge, skills, abilities, and behaviors critical to success in a key job role or function. It is expected that the employee will exhibit the following key competencies:

Accountability

- Take responsibility for content and quality of assigned work;
- Complete assigned tasks and meets key deadlines; producing/completing accurate and timely work;
- Self-management:
 - Punctuality and regular work attendance;
 - Producing/completing accurate and timely work;
 - Focus on the situation, issue or behavior rather than the person;
 - Give and accept constructive feedback;
 - Use time wisely.

Adaptability/Flexibility

- Acknowledging that unanticipated events will occur and help to build capacity to adjust when such events occur. Find ways to effectively respond to unanticipated situations;
- Adapt positively and constructively to changes to the work environment and work priorities;
- Engage appropriately with Supervisor in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives;
- Ensure affected team members clearly understand when changes occur and what is expected of them.

Customer Service

- Provide accurate and timely information;
- Understand and responsive to your customers' objectives and needs;
- Being accessible, providing timely and responsive replies to customer requests, e-mails, phone messages and mail;
- Handle customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations;
- Maintain an optimistic attitude, supporting teamwork and cooperation through open and honest communication;
- Anticipate, assess, and respond to changing customer needs;
- Consistently provide products and services that meet or exceed the expectations of the customers;
- Willingness to explore new ideas.

Collaboration/Teamwork

- Help create an atmosphere that brings people together so they have a stake in the solution. Involve others in matters that affect what they do. Seek out and act on opportunities to improve, streamline and re-invent work processes;
- Contribute to the development, cohesion and productivity of the team; be receptive to new ideas and adaptable to new situations;
- Model effective group process behavior, such as listening, discussing, negotiating, rewarding, encouraging and motivating;
- Keep management well informed of issues and trends; openly share your ideas, suggestions and opinions with team members;
- Build constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect;
- Team Work
 - Promote cooperation;
 - Clearly and effectively communicate with individuals and groups;
 - Keep supervisor and co-workers informed;
 - Contribute to the team with ideas, suggestions and effort;
 - Refrain from gossiping.

Additionally, all employees of the MTA are required to consistently demonstrate the following core competencies:

- Inspirational Leadership
- Informed Decision Making
- Transparency & Accountability
- Respectful Relationships
- Personal Responsibility
- Outstanding Customer Service

(Key behaviors for the MTA Core Competencies are described on the last page of this form.)

ESSENTIAL DUTIES

- Assist with the overseeing of events at the T-CC for community members, cultural organizations, and other interested parties.
- Oversee events in process to assure that the user needs are met, facility integrity is maintained and post event(s) cleanup is provided when needed.
- Perform the set-up of tables and chairs as needed before each event, takedown and storage of tables and chairs after the events when needed.
- Follow established safety procedures and ensure that scheduled T-CC, tenants, users follow all safety rules, regulations and procedures. Adherence to required risk management practices.
- Provide information and assistance to T-CC users, tenants, transit personnel and the general public regarding T-CC activities.
- Work with all user groups, demonstrating a high level of tact, judgment, discretion, and professional expertise when needed.
- Ensure the return of any keys provided to T-CC users, from their event.
- Provide the T-CC Building Superintendent with general office support with a variety of clerical activities and related tasks.
- Ensure facility and grounds security is maintained.
- Assist with minor maintenance issues.
- Clean, disinfect and service restrooms.
- Sweep, vacuum, and mop floors and stairways.
- Gather and dispose of rubbish and waste materials by hand, both inside and outside.
- Dust and polish as appropriate such items as blinds, furniture, file cabinets, and windowsills using treated dust mittens, cloths, or hand-cleaning items.
- Scrub and disinfect floors and sinks.
- Wash walls, ceilings, woodwork, windows, mirrors and fixtures using both step and extension ladders.
- Determine appropriate cleaning materials, supplies, tools, and equipment needed to accomplish job.
- Lock and unlock building and interior offices, as directed.

OTHER FUNCTIONS

- Perform duties in support of ongoing and special projects.
- Schedule may require weekend/evening/holiday work.

- Perform other duties as assigned and any duties of a similar nature or level needed to make MTA a world-class transit agency.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of: business English, spelling, general office practices/procedures; standard methods, practices, tools and equipment of the janitorial service; and occupational hazards and safety rules and regulations.

Skill in: using a computer and related software applications; completing assigned work within prescribed timelines; communicating effectively both orally and in writing; establishing and maintaining cooperative and effective working relationships with others; maintaining records; and analyzing situations effectively and adopting appropriate courses of action.

Ability to: learn new software applications; operate and use janitorial tools, equipment and supplies such as vacuum cleaners and knowledge in the proper use of cleaning compounds and solutions; multi-task and respond appropriately and effectively in emergency and hectic situations; provide excellent customer service; work independently; operate standard office machines and equipment (copy machine, adding machine, fax and PC).

MINIMUM QUALIFICATIONS

REQUIRED

- High School Diploma or equivalent (GED).
- Three (3) years' experience working with the public.
- One year of experience in facilities janitorial maintenance and event set up and supervision and demonstrated experience in customer service required or an equivalent combination of experience, education and training that would provide the level of knowledge and ability required for this position.
- Must possess or be willing to acquire the following: First Aid/Cardio-Pulmonary Resuscitation Certificate.
- Current Washington State Driver's License.
- Excellent customer service skills.

SPECIAL REQUIREMENTS:

- Must be available to work a variety of schedules, including holidays, days, nights, and/or weekends.
- Must be able to operate equipment such as a floor scubber or other equipment that may be strenuous physically.
- Continued employment is contingent upon adherence to Mason Transit Authority's Drug and Alcohol Workplace Free Policy.

PHYSICAL REQUIREMENTS:

MTA CORE COMPETENCIES

Inspirational Leadership:

Takes initiative; acts decisively; creates an environment that motivates and challenges others; adapts to a variety of situations; develops fresh ideas that provide solutions to all types of workplace challenges; shares information, plans, develops, and implements our vision; promotes MTA's mission and values and models ways to achieve them.

Informed Decision Making:

Researches data to grasp issues, draw conclusions, and solve problems resulting in sound solutions that, when judged over time, are aligned with MTA's vision and mission; commits to action, even in uncertain situations, to accomplish organizational goals; identifies, assesses and manages risk while striving to attain objectives.

Transparency & Accountability:

Builds trust and respect through consistently honest and professional interactions; uses public funds and resources appropriately; approaches each situation with a clear perception of organizational and political realities; recognizes the impact of alternative courses of action; assures that effective controls are developed and maintained to ensure the integrity of the organization and its mission; seeks and builds strategic alliances and collaborative arrangements through partnerships to advance the mission of the organization; actively communicates decisions with stakeholders.

Respectful Relationships:

Helps create a work environment that embraces and appreciates diversity; treats others fairly without regard to race, sex, color, religion, or sexual orientation; recognizes differences as opportunities to learn and grow by working together; establishes and maintains constructive relationships; works to preserve the self-confidence and self-esteem of others; focuses on the situation, issue or behavior, not the person; takes initiative to make things better; models appropriate behaviors for others.

Personal Responsibility:

Demonstrates integrity, honesty and ethical behavior; personally acknowledges and accepts responsibility for meeting expectations and correcting mistakes; exhibits self-control and responds to feedback non-defensively; executes principles of workplace safety; complies with all safety policies and procedures; takes responsibility for efficient, effective use of time, equipment, and resources.

Outstanding Customer Service:

Provides accurate and timely information; understands and is responsive to our customers' objectives and needs; is accessible, provides timely and responsive replies to customer requests, e-mails, phone messages and mail; handles customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations; anticipates, assesses, responds to changing customer needs; consistently provides products and services that meet or exceed the expectations of the customers.