

<b>ASHEVILLE REGIONAL AIRPORT AUTHORITY</b> <b>POSITION DESCRIPTION</b>	
<b>POSITION TITLE:</b> Custodial Lead	<b>DATE:</b> 08/22/2025
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Operations/Custodial Manager	<b>GRADE/LEVEL:</b> 13 (Non-Exempt)

**Position Summary (Primary Function)**

This position exists to assist in managing the contract for custodial services at Asheville Regional Airport. Serves as lead worker in performing routine, common, and manual work in the cleaning of all airport facilities. Maintains airport facility interior and exterior on a daily basis. This position oversees the work of the Custodial Technician and contracted custodial staff and also participates in completing custodial technician tasks with subordinate team members.

An employee in this class performs manual labor involving cleaning and janitorial services. Lead responsibilities include responding to radio calls and reviewing the work of Custodian Technicians and contracted custodial staff in the absence of the Custodial Manager. This position must exercise considerable tact and judgment in corresponding with the general public regarding complaints, problems, and requests for service.

**Responsibilities (Essential Functions)**

1. Plans, organizes, and determines work priorities for the Custodial Technicians; adjusts and amends priorities as necessary for those assigned to his/her shift. Assigns and inspects work; trains, coaches employee performance.
2. Assists custodians in completing assigned work. Cleans restrooms, restroom fixtures, polishes chrome fixtures, mirrors, and cleans windows and door glass. Completes restroom checklist of tasks.
3. Unloads and stocks delivered supplies in the absence of manager. Stocks restrooms with supplies such as toilet paper, paper towels, and soap; monitors supplies for usage and restocks as necessary. Stocks cleaning cart.
4. Shampoos, vacuums, buffs, mops, and sweeps all floors. Operates carpet shampooer, vacuum, and floor buffing machine. Spot cleans carpet as necessary.
5. Provides directions to the public and answers general inquiries. Responds to requests for services and complaints concerning facility cleanliness from tenants, visitors, and airport staff.
6. Responds to radio calls for custodial and operational assistance. Sweeps curbside outside the terminal. Dusts light fixtures, vents, displays, and furniture. Empties ashtrays and trash cans. Cleans windows and glass doors.
7. Performs snow removal along sidewalks and other areas using supplied equipment during winter events. Maintains current knowledge of all Asheville Regional Airport Authority rules, regulations, directives, and policies.

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8. Other duties, as assigned.

**Education Requirements** (Evaluation Factors: Skills, Education, Experience, and Ability)

- Completion of high school or equivalent education required or
- Experience working in the custodial field, or any combination of education and experience that produces the required knowledge, skills, and abilities to perform the essential job duties/responsibilities successfully.

**Experience Requirements:**

- Minimum of one year of related work experience required.
- Supervisory or management experience or any combination of education and experience that produces the required knowledge, skills, and abilities is required.
- Experience and/or training in airport or airline operations, preferred.

**Other Requirements**

- Must be able to meet the physical demand to perform the required duties of this position as listed in this job description.
- Ability to pass drug screening as may be required.

**Licenses/Certifications/Training Required:**

- NIMS/ICS Certifications, obtained within 6 months of employment.
- Current and valid driver's license, or ability to obtain.

**Knowledge, Skills and Abilities:**

- Considerable knowledge of occupational hazards and applicable job-related safety precautions associated with assigned work.
- Thorough knowledge of the methods, principles, and techniques, tools, and equipment utilized in custodial maintenance and cleaning.
- Thorough knowledge of safety regulations, occupational hazards, and related safety precautions.
- Thorough knowledge of cleaning chemicals, solutions, tools, and equipment.
- Skill in using custodial materials, tools, and equipment utilized in the cleaning of buildings.
- Ability to establish and maintain effective working relationships with staff, tenants, visitors, supervisors, and subordinates.
- Ability to follow established directions and procedures for completing work assigned.
- Ability to respond courteously to passengers, tenants, and guests.

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**Supervisory Responsibility:**

- Works under the general supervision of the Custodial Manager.
- Operates with individual latitude and oversees the work of the contracted custodial staff.
- Utilizes independent judgment in making decisions on a routine basis involving the cleanliness and appearance of the airport facilities.
- Responsible for making decisions based upon sound judgment, knowledge of organizational policies and procedures, with a high degree of accuracy.

**Latitude/Independent Judgement/Accuracy:**

- Position warrants considerable independence and initiative in decision-making.
- Position requires a high level of technical accuracy, as the level of impact resulting from errors could have a long-term negative effect, both economically and politically.
- Inaccurate work could result in lost revenue and/or increased expenses to the Authority.

**Working Conditions**

- Physical Demand – Works primarily inside and must be able perform work, exerting up to 50 lbs. of force occasionally, and/or up to 25 lbs of force frequently, and/or negligible amounts of force constantly to move objects.
- Physical activities include some climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, feeling, talking, hearing, grasping, and repetitive motions.
- This position is required to have the visual acuity to determine the accuracy, neatness, and thoroughness of work assigned, and to make visual inspection of facilities, operate equipment, and determine the accuracy, neatness, and thoroughness of work assigned.
- This position is exposed to chemicals used for cleaning.
- This position is primarily subject to inside conditions; however, the duties require the position to maintain some outside public areas as well.
- This position is required to assist the Snow Boss with snow removal activities around the Airport as needed from time to time.
- The position is expected to assist greeters and is on the emergency response team. Team members are expected to respond as necessary in the day-to-day operation of the Airport.
- This position is subject to inside and outside environmental conditions, including extreme hot and cold weather, noise, physical hazards, and narrow passageways. Work hours vary and are assigned as needed to meet operational requirements.
- This position is expected to assist with other duties as requested and required from time to time.

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### **Sensory Requirements**

- Color distinction
- Peripheral, near and distance vision
- Depth perception
- Smell
- Touch
- Hearing

### **General Information:**

- Shift work required. Shift will be assigned based on operational need.
- Subject to emergency call backs for work.
- This is a non-exempt position.
- This position is deemed essential.
- Primary job functions require in-person/on-site work.
- This position is subject to work holidays.
- Must successfully pass and maintain an active Security Threat Assessment (STA) and Criminal History Records Check (CHRC). Certain convictions will disqualify individuals from unescorted access privileges and therefore exclude from employment.