

CUSTODIAL AND MAINTENANCE SERVICES



CM.1. Communication Standard: ability to effectively listen and communicate (written and verbal) with a diverse audience including students, parents/guardians, staff, visitors, and community

Foundational	Proficient	Advanced/Mastery
<p>Collect and share information in a professional and efficient manner.</p> <ul style="list-style-type: none"> provide requested general information to students, parents/guardians, staff, visitors, and community understand and follow oral and written directions share accurate information in a timely fashion <p>Know expectations and guidelines for communicating in routine, sensitive, and confidential matters. ^{RM}</p> <ul style="list-style-type: none"> access and respond to emails, texts, and other required formats operate the school intercom systems and make announcements in a clear and pleasant voice maintain a schedule/calendar of cleaning and maintenance tasks attend required staff meetings and trainings know emergency codes and phrases report factually and promptly any unusual situations or events to administration or designee <p>Engage students, parents/guardians, staff, visitors, and community politely and positively.</p> <ul style="list-style-type: none"> greet students, parents/guardians, staff, visitors, and community with a smile and pleasant tone use professional language in all communications (e.g., conversations, email, written correspondence, and public meetings) listen with empathy to concerns of students, parents/guardians, staff, visitors, and community identify escalating situations with students, parents/guardians, staff, visitors, and community share and reinforce expectations for the use of physical space (e.g., restricted areas, proper use of equipment or furniture, room capacity limits, etc.) seek to understand the needs of students, parents/guardians, staff, visitors, and community by asking clarifying questions and paraphrasing responses to confirm understanding of requests 	<p>Manage information important to creating a safe learning environment.</p> <ul style="list-style-type: none"> provide comprehensive and accurate information to students, parents/guardians, staff, visitors, and community (e.g., inclement weather precautions for arrival/dismissal and recess) identify and communicate possible hazardous situations with staff, students, parents/guardians, and visitors according to school/district policies serve, as appropriate, on staff committees to collect colleagues' input and share decisions and outcomes participate in professional learning concerning effective communication discuss with supervisor regarding emergencies, training needs, missing work, specific task expectations, etc. in a timely manner write emails, texts, and reports as required by job duties that are clear and grammatically correct keep staff informed about school/district activities, requirements of the law and code, Board policy and regulations, and other information necessary for the functioning of the school facility <p>Act as a liaison between school and community when interacting with and assisting students, parents/guardians, staff, visitors, and community. ^{RM}</p> <ul style="list-style-type: none"> explain and reinforce worksite/district expectations for a positive learning environment know when and how to intervene in escalating situations (e.g., tone of voice, proximity, stance, etc.) research and provide comprehensive and accurate information facilitate transfer of information between school site/program and external stakeholders (e.g., district building and grounds, municipal zoning department, town fire/police department, etc.) use language that reinforces the positive academic and social expectations to increase appropriate school behavior use corrective feedback to discourage inappropriate behavior and respect the individual 	<p>Be responsible for critical worksite/district communications. ^L</p> <ul style="list-style-type: none"> call for assistance, as needed, regarding utility interruptions and other emergencies de-escalate challenging behavior of students, parents/guardians, staff, visitors and community with clear, calm verbal and nonverbal communications handle difficult conversations with a calm demeanor work collectively with staff to share expectations and deadlines with the completion of large or time-sensitive projects or emergencies (e.g., start and completion dates of projects, limitations of use, potential hazards, etc.) deliver information to staff during meetings in the absence of administrator or designee write and compile reports, grant proposals (e.g., funds for new playscape, garden, or common area), and other important documents coordinate dissemination of information to students, parents/guardians, staff, visitors, and community pertaining to worksite management and safety maintain positive internal communication system between all custodial staff <p>Mentor/coach others in role-alike positions on effective, professional, and culturally responsive communication. ^M</p> <ul style="list-style-type: none"> review written communications for qualities of professionalism, cultural sensitivity, and clarity train other custodial staff in communication expectations and procedures stay current and share best practices relating to communication strategies guide mentees' reflection on interactions with students, parents/guardians, staff, visitors, and community for positive qualities and possible areas of improvement <p>Recommend areas for improvement in communications. ^L</p> <ul style="list-style-type: none"> research and suggest software applications/devices serve on committee or work group gathered to improve communication quality and processes

L Indicates opportunities for leadership. **M** Indicates opportunities for mentoring. **RM** Indicates opportunities for being a role model

CM.2. Cultural Competence Standard: ability to examine one’s own cultural context, understand cultural contexts of others, and interact across cultural contexts with sensitivity to differences (e.g., economic, race, gender, and disability)

Foundational	Proficient	Advanced/Mastery
<p>Recognize differences among and across groups of people.</p> <ul style="list-style-type: none"> identify cultural norms that vary based on race, language, socioeconomic status, country of origin, gender, religion, and other aspects of identity aware of systemic, institutional inequities based on race and other differences (e.g., disparity by race/ethnicity and ability/disability in academic achievement and employment) understand social construction resulting in stratification of groups of people know district policies regarding bullying and harassment/sexual harassment of students and/or staff <p>Recognize one’s reaction to individuals or groups who are different from oneself.^{RM}</p> <ul style="list-style-type: none"> aware of personal implicit and explicit biases manage personal reactions to difference and expand ability to work with others <p>Build relationships of mutual respect and seek to understand diverse perspectives.^{RM}</p> <ul style="list-style-type: none"> accept diversity as the norm, and part of working with all students, parents/guardians, staff, visitors, and community effectively learn about and respect different racial and cultural backgrounds, customs, ways of communicating, traditions, and values <p>Acknowledge the value of speaking multiple languages.</p> <ul style="list-style-type: none"> learn key phrases in language of students, parents/guardians, staff, visitors, and community advocate for worksite signage in multiple languages 	<p>Understand the value of diversity in a learning environment in order to create opportunities that will include and maximize students’ strengths.</p> <ul style="list-style-type: none"> recognize the unique combination of cultural variables (e.g., race, language, economics, country of origin, gender, religion, ability/disability, etc.) within the worksite/district/community as assets access resources to increase knowledge of how race, ethnicity, and other aspects of diversity intersect examine beliefs and attitudes to discern strengths, preferences, and biases of self and others in order to expand understanding of racial and cultural diversity acknowledge power imbalance occurs when one group’s identity is established as the norm (e.g., individual can be bullied when another feels empowered to do so) <p>Understand how one’s own culture—all experiences, background, knowledge, skills, beliefs, values, and interests—shapes sense of self, and how one fits into family, school, community, and society and impacts interaction with others.^{RM}</p> <ul style="list-style-type: none"> reflect on own racial, social class, gender experiences to identify generalized social norms and expectations reflect on how worksite/district policies and practices match or are different from own experiences and expectations <p>Work collaboratively with members of racially and culturally diverse groups.^L</p> <ul style="list-style-type: none"> use racial consciousness and cross-cultural understanding to communicate effectively participate in activities with interracial and cross-cultural groups in school and in the larger community provide services attending to the racially and culturally diverse needs of students, parents/guardians, staff, visitors, and community 	<p>Identify and address the consequences of inequities based on racial, socioeconomic, gender, disability or other aspects of identity or group membership.^L</p> <ul style="list-style-type: none"> lead racial justice and equity conversations and learning opportunities with students, parents/guardians, staff, visitors, and community participate in school/district equity activities participate on school/district’s racial justice and equity teams review school/district policies and practices for equity and cultural responsiveness, and recommend changes share effective practices and protocols that support physical and/or social-emotional well-being during interracial and intraracial interactions <p>Use one’s own cultural experiences, background, knowledge, skills, beliefs, and values to mentor/coach students and applicable staff in racial justice and cross-cultural experiences.^{M,L}</p> <ul style="list-style-type: none"> engage in racial and cross-cultural dialogue with students in settings outside the classroom process racial and cross-cultural events with mentee(s) <p>Identify the need for additional cultural competence training and seek those resources.^L</p> <ul style="list-style-type: none"> access information on racial-identity development review factors that affect interactions across racial and cultural groups, including historical experiences and relationships among groups in a local community acquire advanced training in facilitating racial equity and cross-cultural dialogue with students, parents/guardians, staff, visitors, and community increase literacy (i.e., listening, speaking, reading, writing) in additional languages understand historical development of access to education by race, class, gender, disability, etc. in the United States

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Foundational	Proficient	Advanced/Mastery
	<p>Understand the impact of racial and cultural differences in educational and work environments.</p> <ul style="list-style-type: none"> ◦ recognize impact of own behavior on others regardless of intent, and modify behavior when impact is revealed ◦ apply cross-cultural communication skills (e.g., different ways of showing respect, seeking assistance, sharing personal information, etc.) <p>Model cultural competence in interactions with students, parents/guardians, staff, visitors, and community.^{RM}</p> <ul style="list-style-type: none"> ◦ express awareness of own implicit and explicit biases ◦ use protocols and skills in cross-cultural and interracial interactions ◦ ask questions to determine if missing perspectives have been sought and included in decisions 	



CM.3. Organization Standard: ability to prioritize, plan, and execute tasks efficiently and effectively

Foundational	Proficient	Advanced/Mastery
<p>Follow procedures for collecting, managing, and maintaining information needed for job duties.</p> <ul style="list-style-type: none"> ◦ report needed repairs to supervisor or building principal ◦ written directions and procedures for routine maintenance of equipment ◦ weekly checklist of supplies and submittal to supervisor or online system <p>Manage work duties effectively within time allotted/allocated.</p> <ul style="list-style-type: none"> ◦ buffing and polishing floors after regular school hours ◦ cleaning classrooms, bathrooms, hallways, gym and school grounds around academic schedule to lessen disruption <p>Follow directions and recommended operating procedures for job-related equipment.</p> <ul style="list-style-type: none"> ◦ dust or wipe surfaces prior to cleaning the floor ◦ maintain clear and clean work area ◦ replace paper supplies as required 	<p>Maintain ready access to information and equipment necessary for job duties, including notifications and updates.</p> <ul style="list-style-type: none"> ◦ maintain a list of cleaning chemicals for posting notices of hazardous chemical interactions ◦ keep usage data to anticipate different paper supply needs (e.g., high-use bathrooms) ◦ record-related equipment and building maintenance, product information, correspondence, reports, school policies and procedures ◦ receipt of deliveries of supplies <p>Model efficient and effective workload management.^M</p> <ul style="list-style-type: none"> ◦ share best practices on staying organized at work with new employees ◦ schedule cleaning tasks to minimize noise and distraction to students' learning ◦ snow and ice removal from high-traffic areas ◦ tracking system for work completed and work to do <p>Work cooperatively with other staff on emergencies and/or the completion of large, complex or time-sensitive projects.</p> <ul style="list-style-type: none"> ◦ dust and debris mitigation during building or remodeling projects ◦ cleanup required prior to opening building to students ◦ playing fields maintenance <p>Perform maintenance tasks for equipment and information systems to ensure readiness to complete job duties.</p> <ul style="list-style-type: none"> ◦ replace buffer pads, winterize snow thrower, seasonally replace air filters, etc. 	<p>Use management tools to prioritize tasks and workload in advance for efficiency in daily and long-term project completion.^L</p> <ul style="list-style-type: none"> ◦ apps that track daily, weekly, monthly, and annual maintenance <p>Analyze systems and procedures for efficiency and effectiveness, and suggest or implement improvements.^L</p> <ul style="list-style-type: none"> ◦ waste management and prevention ◦ enhance routine maintenance procedures and schedules <p>Manage administrative, fiscal, and facilities functions responsibly.^M</p> <ul style="list-style-type: none"> ◦ respond to department budget requirements ◦ monitor use of facilities by outside groups <p>Manage or lead complex, multifaceted projects related to job duties.^L</p> <ul style="list-style-type: none"> ◦ large-scale building maintenance projects, facilities renovations, relocating staff, etc. <p>Mentor/coach others in developing or maintaining organization skills related to job duties.^M</p> <ul style="list-style-type: none"> ◦ ordering supplies ◦ coordinate on-the-job training ◦ records management ◦ online tracking system

CM.4. Reporting Standard: ability to understand the responsibilities of a mandated reporter and what, when, how, and to whom reports should be filed

Foundational	Proficient	Advanced/Mastery
<p>Know and follow child safety/welfare laws, reporting policies and procedures, and repercussions of noncompliance (i.e., district, Board, state, federal).</p> <ul style="list-style-type: none"> ◦ mandated reporting ◦ school expectations for positive behavior, and continuum of responses for unexpected behavior <p>Know and report breaches in student and staff codes of conduct, bullying, harassment, and other policies (e.g., acceptable use).</p> <ul style="list-style-type: none"> ◦ all accidents or incidents, as required by school policy and state law ◦ bomb threats or other threats of violence ◦ student and adult behavior ◦ identify and report a situation to the proper administrator, and document the situation ◦ violent or aggressive student ◦ chemical or laboratory spills or accidents ◦ understand the chain of command for reporting procedures <p>Maintain the necessary documentation for required agency and individual reports.^{RM}</p> <ul style="list-style-type: none"> ◦ deliveries, equipment, inventory ◦ damage and necessary repairs ◦ inconsistencies or errors in deliveries or inventory ◦ safety and data sheets ◦ student recognition for positive behavior ◦ chemical or laboratory spills, incidents, or accidents 	<p>Recognize signs of neglect/abuse, substance abuse, or self-injury behavior involving students or staff.</p> <ul style="list-style-type: none"> ◦ observe student demeanor and attitude changes over time based on knowledge of student ◦ apply understanding of race/cultural competence when reporting concerning behavior to mitigate implicit bias <p>Clarify reporting procedures for others and assist in notifying proper authorities.^M</p> <ul style="list-style-type: none"> ◦ factual reporting using appropriate terminology ◦ potential responses to reporting, and of legal obligations and proceedings that follow reporting ◦ proper use and submission of all forms and documents ◦ know when to activate the chain of command <p>Represent the school/district in a professional manner when reporting all incidents.^{RM}</p> <ul style="list-style-type: none"> ◦ abide by protocols and confidentiality agreements <p>Follow work orders through to completion.</p> <ul style="list-style-type: none"> ◦ record and report progress throughout work order duration 	<p>Participate with administrators and other stakeholders in creating and implementing professional development on reporting requirements for custodial staff.^L</p> <ul style="list-style-type: none"> ◦ collect current reporting requirements ◦ organize information for presentation <p>Prepare required agency and individual reports and maintain all appropriate records.</p> <ul style="list-style-type: none"> ◦ custodial equipment and maintenance upkeep reports ◦ advanced recordkeeping of inspection sheets <p>Mentor/coach others on safety policies, procedures, documentation, and reporting protocols.^M</p> <ul style="list-style-type: none"> ◦ student and adult behavior ◦ accidents or incidences at the worksite or during sponsored activities

CM.5. Ethics Standard: ability to maintain a high level of ethical behavior, confidentiality, and privacy of any information regarding students, staff, and all job-related matters

Foundational	Proficient	Advanced/Mastery
<p>Contribute to the learning environment by nurturing positive ethical and moral practices.^{RM}</p> <ul style="list-style-type: none"> ◦ be honest in dealing with lost items, reporting, and recordkeeping ◦ consider racial and cultural context when making ethical decisions ◦ be responsible for security items such as keys, radios, passcodes ◦ use language appropriate to a learning environment ◦ maintain high-quality work ◦ focus on effective use of time ◦ use leave time in accordance with school/district policy ◦ exercise self-control, discipline, and integrity <p>Know the laws, district policies, and procedures related to ethical behavior and confidentiality.</p> <ul style="list-style-type: none"> ◦ read and follow employee code of conduct/handbook ◦ read and follow Technology Acceptable Use Policy ◦ know and use the proper protocol to communicate and address concerns ◦ maintain confidentiality concerning student and staff information <p>Develop relationships with students, parents/guardians, staff, visitors, and community based on mutual respect both in and outside the worksite.</p> <ul style="list-style-type: none"> ◦ know and participate in development of positive school culture to support a safe, inclusive learning environment ◦ know and follow protocols for positive engagement with families and community 	<p>Display ethical and professional behavior in working with everyone who communicates—or is associated—with the worksite.^{RM}</p> <ul style="list-style-type: none"> ◦ be responsible and accountable for individual performance and continually strive to demonstrate competence ◦ use institutional or professional resources and privileges only for job-related duties ◦ consider biases in procedures and practices that compromise social justice when making ethical decisions ◦ resolve problems and conflicts, including discipline, according to the law and school policy ◦ deal considerately and justly with students, parents/guardians, staff, visitors, and community <p>Maintain professional relationships with students, parents/guardians, staff, visitors, and community both in and outside the worksite.</p> <ul style="list-style-type: none"> ◦ serve as an individual example of appropriate ethical conduct ◦ strive for quality in delivery of services ◦ participate in sense of collective responsibility for high-quality work and services ◦ respond in a timely manner to feedback about personal performance and adapt accordingly ◦ be conscious of potential discriminatory practices based on a person’s disability, race, gender, cultural background, religion, or sexual orientation <p>Exercise confidentiality and privacy of any information regarding students and staff in all job-related matters by following all rules, regulations, and policies.</p> <ul style="list-style-type: none"> ◦ conduct conversations about students or other confidential matters privately ◦ inform appropriate personnel of breaches in confidentiality ◦ keep details of confidential matters limited to those who need to support and provide service ◦ secure and protect documents from casual viewing 	<p>Mentor/coach others in ethical conduct.^M</p> <ul style="list-style-type: none"> ◦ update staff on new procedures and policies ◦ lead workshops or webinars on ethical behavior in educational settings <p>Lead others in ethical behavior.^L</p> <ul style="list-style-type: none"> ◦ maintain high level of professional competence and integrity when exercising professional judgment ◦ respect the values and traditions of the diverse cultures represented in the school/district and community ◦ identify and report violations to the code of conduct ◦ advocate for change in regulations and statutes when such legislation conflicts with ethical guidelines and/or student/employee rights ◦ notice when policies, practices, or laws are harmful to individuals, groups, or the community ◦ consider the conflict between the value of obeying the law and the value of serving people ◦ initiate action for social justice ◦ observe, identify, and explain proper ethical conduct to students and staff ◦ stay informed about current social issues that differentially affect students, schools, and communities

CM.6. Health & Safety Standard: ability to protect the health and safety of oneself and others by knowing and executing health, safety, and emergency protocols/procedures with fidelity

Foundational	Proficient	Advanced/Mastery
<p>Know basic safety, first aid, and Occupational Safety and Health Administration (OSHA) information as required by job duties.</p> <ul style="list-style-type: none"> first aid certification, AED training, and blood-borne pathogen training <p>Know and fulfill assigned and designated functions during practice and active emergency/evacuation procedures.</p> <ul style="list-style-type: none"> keep emergency plan in easily accessed location station oneself at designated location to direct emergency responders <p>Know worksite rules and policies for student and staff codes of conduct related to safety.^{RM}</p> <ul style="list-style-type: none"> areas of refuge fire drill, evacuations, and lockdown procedures <p>Make quick and accurate decisions in difficult situations.</p> <ul style="list-style-type: none"> know procedures for person with a knife or firearm call for ambulance/emergency support make appropriate staff aware of the situation <p>Maintain security and safety with regard to visitors in the building.</p> <ul style="list-style-type: none"> know sign-in procedures and parameters for visitors in the building, (e.g., name badge visible, in permitted areas, observing school expectations, etc.) know procedures for stranger in the building/on campus evacuation paths utility shutoffs respond accord to plan when an emergency code is announced opening and securing the building <p>Know the physical design, location of emergency/electrical panels, safe areas, and operations of the worksite.</p> <ul style="list-style-type: none"> follow daily and alternative bell schedule 	<p>Maintain valid safety and first aid/CPR/AED certificates as required by job duties.</p> <ul style="list-style-type: none"> register for first aid, CPR/AED certification classes every two years access refresher materials online annually <p>Remain current with any new policies/procedures that ensure the health and safety of students and staff.</p> <ul style="list-style-type: none"> know policies/procedures for reporting all accidents occurring on school grounds know safety hazard reporting <p>Recognize behaviors that students may exhibit during emergency situations.^L</p> <ul style="list-style-type: none"> plan for students who may have a seizure, run away, hide, etc. in response to stressful situations implement protocol for students with a history of unpredictable or violent behavior <p>Display confidence and poise when making judgment calls during emergency drills or events.^{RM}</p> <ul style="list-style-type: none"> use a firm, calm voice and controlled breathing use practiced, predetermined phrases for clarity under stress <p>Honor privacy and exercise confidentiality of all personal information regarding students, parents/guardians, staff, visitors, and community.</p> <ul style="list-style-type: none"> share only needed information with emergency or other assisting staff 	<p>Participate on safety committees at the school, district, community, and/or state level.^L</p> <ul style="list-style-type: none"> contribute to discussion based on experience and knowledge of building maintenance safety serve as staff liaison take note of action items <p>Advocate for positive changes that will improve the health and safety of students and staff.^L</p> <ul style="list-style-type: none"> post health and safety reminders in public areas of the building suggest improvements to cleaning workflow to minimize impact on classroom and public space usage share new information and practices for safe and healthy cleaning <p>Know terms and acronyms used by public safety officials, Federal Emergency Management Agency (FEMA), and local and state emergency preparedness agencies.</p> <ul style="list-style-type: none"> select terms and acronyms* most relevant to school emergencies, learn their meanings, and commit to memory <p>Respond to and coordinate emergency and disaster drills/incidents.</p> <ul style="list-style-type: none"> practice operation of emergency communication devices participate in mock emergency drills <p>Recognize when a student or colleague is experiencing problems (e.g., educational, behavioral, developmental, health, or safety related) in order to prevent escalation/emergency.</p> <ul style="list-style-type: none"> apply knowledge from daily interaction with students apply de-escalation skills and procedures

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*The *FEMA Acronyms, Abbreviations & Terms* job aid is housed at fema.gov with a search feature that allows the user to find the meaning of individual acronyms and abbreviations, and lists related to specific areas of disaster management.

Foundational	Proficient	Advanced/Mastery
<p>Know different roles in health and safety beyond cleaning and care of facility.</p> <ul style="list-style-type: none"> ◦ read and understand safety data sheets 		<p>Mentor/coach others regarding emergency policies and procedures.^M</p> <ul style="list-style-type: none"> ◦ evacuation paths and protocols ◦ stranger-in-the-building scenarios ◦ emergency and surveillance equipment ◦ weather- and environment-related emergencies

CM.7. Technology Standard: ability to use electronic devices to problem solve and complete work-related duties

Foundational	Proficient	Advanced/Mastery
<p>Operate computer and/or other digital devices and platforms required for job duties.</p> <ul style="list-style-type: none"> ◦ email ◦ printer ◦ district website ◦ internet ◦ online or virtual professional development ◦ appropriate software for job requirements ◦ security camera system, telephone/walkie-talkie/radios ◦ heating, ventilation, air conditioning (HVAC) <p>Operate standard office equipment.</p> <ul style="list-style-type: none"> ◦ copier ◦ entry door intercom and access <p>Input data, as needed, for accurate data management.</p> <ul style="list-style-type: none"> ◦ input and access personal information (e.g., hours, pay stubs, leave requests, etc.) <p>Know worksite’s Acceptable Use Policy.</p> <ul style="list-style-type: none"> ◦ read annually and submit signature page <p>Know terminology in order to solve common technology issues.</p> <ul style="list-style-type: none"> ◦ dialogue box, error message window, etc. <p>Learn and adopt new technology methods.</p> <ul style="list-style-type: none"> ◦ electronic devices for monitoring HVAC 	<p>Monitor job-related emails routinely.^{RM}</p> <ul style="list-style-type: none"> ◦ twice daily or as directed by supervisor <p>Operate advanced settings of maintenance systems and equipment needed to perform job duties.</p> <ul style="list-style-type: none"> ◦ telephone ◦ work order tracking ◦ camera system ◦ HVAC <p>Use appropriate job-related programs.</p> <ul style="list-style-type: none"> ◦ web and document searches ◦ input data, as needed, for accurate data management (e.g., equipment usage information, fuel usage, inventory control) <p>Know how to contact Information Technology (IT) department and report specific issues.</p> <ul style="list-style-type: none"> ◦ designated email for reporting ◦ screen shot of error messages ◦ note clear sequence of events prior to technology issue ◦ understand the reporting procedure for misuse of technology, cyberbullying, inappropriate images, etc. and who to refer the situation to <p>Model safe internet and technology use.^{RM}</p> <ul style="list-style-type: none"> ◦ responsible social media use ◦ know student data privacy rules and/or laws ◦ appropriate response to phishing, trolling, spam, etc. 	<p>Research trends/issues pertaining to the job.^L</p> <ul style="list-style-type: none"> ◦ cleaning /chemical usage ◦ janitorial health/safety guidance ◦ integrated pest management <p>Download specific programs for building maintenance.</p> <ul style="list-style-type: none"> ◦ app for tracking energy usage ◦ inventory-management program <p>Review and manage data, as needed, for accurate data analysis.</p> <ul style="list-style-type: none"> ◦ track work order accounts, payroll programs, inventory control, etc. <p>Mentor/coach other maintenance staff to use internet/ software applications safely and independently.^M</p> <ul style="list-style-type: none"> ◦ opportunity to answer questions about Acceptable Use Policy ◦ access to work tasks in project management system ◦ HVAC control system ◦ schedule time with mentee to review digital requirements of job duties ◦ schedule time with mentee to review worksite/district Acceptable Use Policy <p>Manage a social media presence.^L</p> <ul style="list-style-type: none"> ◦ notice of upcoming school maintenance and informational messages ◦ feedback from students, parents/guardians, staff, visitors, and community via worksite/district Facebook page and/or online platform

CM.8. Professionalism Standard: ability to present and conduct oneself in a professional manner in all job settings

Foundational	Proficient	Advanced/Mastery
<p>Align appearance appropriately to job duties and professional expectations as outlined in handbook or job description.</p> <ul style="list-style-type: none"> ◦ uniform shirt and pants, clean and wrinkle-free ◦ sturdy footwear or boots appropriate to clean or perform maintenance tasks in educational setting <p>Conduct oneself as an ambassador for school or agency.^{RM}</p> <ul style="list-style-type: none"> ◦ model school procedures and expectations ◦ respond to requests for information or assistance promptly ◦ greet students, parents/guardians, staff, visitors, and community in a dignified, positive manner ◦ provide appropriate information to students, parents/guardians, staff, visitors, and community ◦ demonstrate honesty and integrity in making decisions ◦ appropriate use of language around students <p>Know the roles and responsibilities of your career field.</p> <ul style="list-style-type: none"> ◦ non-custodian duties outlined in job description ◦ perform general housekeeping and other support functions on a regular and as-needed basis ◦ work independently (e.g., initiate tasks, complete tasks within assigned time frame without prompting) <p>Work collaboratively with a team.^{RM}</p> <ul style="list-style-type: none"> ◦ acknowledge merits of multiple viewpoints or ideas ◦ share ideas with and accept ideas of team members ◦ understand team structures and how to contribute for the best interest of the students 	<p>Project a positive image to the community through communication, involvement, and personal conduct.^{RM}</p> <ul style="list-style-type: none"> ◦ commitment to providing a clean and welcoming environment ◦ communicate clearly and directly with students, parents/guardians, staff, visitors, and community <p>Maintain emotional control in stressful situations.</p> <ul style="list-style-type: none"> ◦ use a firm, calm voice and controlled breathing ◦ ask clarifying questions <p>Establish and maintain effective working relationships with others both in and outside of the worksite.^{RM}</p> <ul style="list-style-type: none"> ◦ understand needs and perspectives of students, parents/guardians, staff, visitors, and community ◦ seek solutions to identified needs with appropriate staff <p>Maintain current knowledge of procedures, policies, and laws.^L</p> <ul style="list-style-type: none"> ◦ use culturally responsive procedures for engaging students, parents/guardians, staff, visitors, and community when performing work tasks ◦ competent use of cleaning/maintenance methods, materials, tools, and equipment ◦ know requirements for maintaining a healthy and safe learning environment <p>Respond appropriately to instruction and feedback.</p> <ul style="list-style-type: none"> ◦ develop strategies for continuous improvement ◦ seek to understand specifics of corrective feedback and how to change behavior or processes to improve <p>Shift tasks and priorities when necessary.</p> <ul style="list-style-type: none"> ◦ interrupt or reschedule planned tasks as needed ◦ ask clarifying questions to understand needs and new priorities 	<p>Seek or maintain connections with the larger community.^L</p> <ul style="list-style-type: none"> ◦ liaison to the municipal public works department ◦ effective recycling program or procedures with students and staff ◦ vendor or service repair individuals <p>Engage in the improvement of the profession through active participation in professional organizations.^L</p> <ul style="list-style-type: none"> ◦ attend local union meetings ◦ take on a position in local or state union ◦ attend cleaning and hygiene expos or conferences ◦ seek resources from the International Sanitary Supply Association (ISSA) or similar organization <p>Demonstrate initiative in identifying areas of need and opportunities for improvement.^L</p> <ul style="list-style-type: none"> ◦ recommend to administration or designee improvements needed in facility management and/or safety operations ◦ anticipate needs for cleaning or set-up of physical spaces for different groups of users ◦ improve waste management and recycling practices ◦ create educational environments and learning spaces that are well cared for and reflect value for education ◦ programming for staff and students on how they can contribute to a clean and safe learning environment <p>Seek additional certifications.</p> <ul style="list-style-type: none"> ◦ custodial technician certificate ◦ custodian supervisor courses <p>Mentor/coach others in role-alike positions on professionalism standards.^M</p> <ul style="list-style-type: none"> ◦ communicate importance of custodial work to a positive learning environment