OPERATIONS TRAINING SPECIALIST

DEFINITION

Formulates concepts and develops new industry-accepted performance standards and training programs for custodial personnel throughout the District.

TYPICAL DUTIES

Confers with industry experts regarding industry-accepted task standards and staffing criteria related to custodial operations.

Develops and implements industry-accepted custodial production standards at various District sites.

Develops and conducts in-service training programs for custodial personnel in the areas of task standards, cleaning methods, supervision, and employee assessment.

Analyzes new and existing hardware products and software packages for appropriateness in developing and implementing new custodial task standards and staffing criteria.

Reviews professional literature and other resources to identify current and industry-tested custodial training methods.

Develops custodial employee performance assessment procedures.

Designs appropriate inspection and rating forms to measure custodial employees' productivity and performance.

Assists in evaluating existing custodial equipment and cleaning supplies used by the District and makes recommendations for purchases that are consistent with environmental safety requirements.

Assists in the management of activities of both in-house and roving crew custodial personnel.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Operations Training Specialist assists the Senior Operations Training Specialist in the development and conduct of industry-accepted performance standards and training programs for custodial personnel throughout the District.

The Senior Operations Training Specialist plans and manages the training program for custodial personnel throughout the District and assists site administrators by evaluating knowledge and skills of custodial staff and determining the training needs of such staff.

An Area Operations Supervisor assists an Area Facilities Services Director by supervising and inspecting a group of activities, including custodial, gardening, year-round cleaning, window washing, pest control, power sweeping, and furniture and equipment moving.

SUPERVISION

General supervision is received from the Senior Operations Training Specialist Technical or general supervision may be exercised over lower-level personnel as assigned.

CLASS QUALIFICATIONS

Knowledge of:

Concepts and methodology of employee training and assessment
Custodial tasks standards software programs
Industry-accepted custodial practices, materials, tools, and equipment
Health and safety regulations pertinent to custodial activities

Ability to:

Plan, develop, and conduct effective custodial training projects
Write clear and concise instructions and reports
Evaluate and adapt pertinent software systems to District custodial operations
Work effectively with school administrators, business representatives, bargaining unit
    representatives, and custodial employees

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably including courses in business administration, personnel administration, or computer science. Additional qualifying custodial experience at any level may be substituted for the required education on a year-for-year basis.

Experience:

Four years of custodial supervisory experience, two of which must be at the Area Operations Supervisor level, including one year in developing and implementing employee training programs. Experience utilizing computer software programs, including word processing, spread sheet, and custodial scheduling programs is preferable.

Special:

A valid California Driver License
Use of an automobile

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.