**Building Environmental Services Technician**

**DESCRIPTION OF WORK:**

Work in this class involves providing institutional services support for State agencies and universities in the areas of building environmental services and laundry services. Employees perform a

variety of duties in the care and cleaning of dormitories, offices, highway rest areas or welcome centers,

and other state buildings. Work is guided by a daily schedule for general assignments. Work is performed subject to close review and inspection, with problems and special assignments not covered by instructions referred to a supervisor. Duties may include physically strenuous activities such as moving furniture, operating heavy cleaning equipment, and delivering large quantities of housekeeping supplies. Work is routine and repetitive in nature and may require strenuous physical exertion.

Duties may include performing housekeeping and floor maintenance tasks, grounds keeping, operating laundry services machines and performing laundry-handling duties.

Some employees may perform work in the operation of the waste water treatment plants at State

Rest areas, including performing routine chemical analysis of waste water samples.

**EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.**

**CONTRIBUTING:**

- **Knowledge--Technical:** Reads work schedules and diagrams of buildings to arrive at the assigned work area on a timely basis. Recognizes and follows dispenser directions to properly mix cleaning chemicals. Performs basic cleaning such as sweeping, mopping, scrubbing, dusting, disinfecting, vacuuming, etc., to keep working areas in a clean and orderly condition. Fills dispensers, such as tissue and soap dispensers, with the proper product and amount. Mows and trims lawns and shrubberies to a height using hand and power trimmers, and performs other grounds keeping tasks as requested.

- **Customer Service:** Listens and responds to customer needs promptly and respectfully.

- **Interpersonal Skills:** Communicates with fellow workers in a manner that allows work to be completed.

- **Communication**: Listens to instructions, asks necessary questions to complete tasks.

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**JOURNEY**

**Knowledge--Technical:** Cleans the interior and exterior of buildings, using the appropriate cleaning solutions. Operates standard commercial laundry machines or services equipment to keep machines functioning properly and efficiently.

- **Interpersonal Skills:** Develops and maintains effective working relationships with others in order to encourage and support communication and teamwork.

- **Customer Service:** Recognizes potential problems in service, and addresses and resolves promptly and respectfully.

**ADVANCED**

- **Knowledge--Technical:** Maintains an inventory of cleaning materials, supplies and equipment to ensure appropriate levels needed to perform work.

- **Safety and Health Compliance:** Performs routine servicing of tools and equipment safely to ensure safe operation.

- **Interpersonal Skills:** Crosses work units when problem solving.

- **Customer Service:** Anticipates customer needs, and addresses and resolves promptly

and respectfully. Represents the work area

when needed to customers on matters of concern.

**MINIMUM TRAINING AND EXPERIENCE**. Some knowledge of cleaning procedures, ability to follow instructions and to perform medium to heavy physical work; or an equivalent combination of training and experience.

Special certification may be required for some of these positions.

**Special Note**: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all functions.