

Job Title: Lead Custodial Attendant

Location: Garden of the Gods Visitor & Nature Center, Colorado Springs, CO

Job Type: Full-Time, 30-40 Hours Per Week

Overview:

We are looking for an experienced and proactive Lead Custodial Attendant to support the maintenance of a clean, welcoming, and safe environment at the Garden of the Gods Visitor & Nature Center. In this role, you will work closely with the Assistant Director and Director of Operations to help coordinate custodial tasks and ensure high standards of cleanliness and service. While you will not be directly responsible for supervising staff, your leadership will help guide the custodial team by ensuring efficient task execution and fostering a collaborative, productive work environment. The ideal candidate will be a strong communicator with a passion for customer service and maintaining a positive visitor experience. This is an active role requiring engagement with guests and assisting with day-to-day custodial and customer service duties.

Key Responsibilities:

1. Custodial Duties:

- Maintain cleanliness throughout the Visitor Center, including restrooms, public areas, and exhibits.
- Pick up trash, empty waste receptacles, and ensure floors are clean and safe.
- Operate cleaning equipment and use cleaning chemicals in a safe and effective manner.
- Conduct regular inspections to ensure all areas meet cleanliness and safety standards.

2. Team Collaboration:

- Work with the Assistant Director and Director of Operations to allocate custodial tasks based on workload and facility needs.
- Provide guidance and support to the custodial team, helping ensure tasks are completed efficiently and to a high standard.
- Assist in the coordination of daily operations, including opening and closing the facility.
- Promote a collaborative environment, ensuring all team members have the resources and support needed for success.

3. Customer Service:

- Ensure a welcoming environment for visitors by directing guest inquiries to the appropriate people and providing assistance as needed.

- Ensure that all visitor concerns are communicated to the on-duty manager for resolution, maintaining a positive visitor experience.
- Foster positive interactions with visitors, staff, and partners to contribute to the overall success of the Visitor Center.
- Engage with visitors and provide exceptional customer service, including running and introducing the GEO Trekker Movie ensuring a positive experience.

4. Maintenance & Safety:

- Assist in overseeing the maintenance, cleanliness, and safety of the facility, ensuring timely repairs and upkeep as needed.
- Adhere to all health and safety regulations, ensuring a safe environment for both visitors and staff.
- Participate in regular preventative maintenance and safety inspections.
- Ensure proper inventory management and storage of cleaning supplies and equipment.

Qualifications:

- High School Diploma or equivalent.
- At least 1 year of customer service experience.
- 2 years of experience in cleaning/maintenance, with a background in a lead or team-based role.
- Strong knowledge of cleaning procedures and maintenance practices.
- Excellent communication, organizational, and interpersonal skills.
- Ability to manage multiple tasks effectively in a dynamic environment.
- Knowledge of health and safety regulations related to cleaning and maintenance.
- Proficiency in basic computer applications, including email and MS Office.
- Regular attendance.

Physical Demands:

- Ability to lift up to 50 pounds.
- Comfortable with standing, walking, kneeling, crouching, and climbing stairs as needed.
- Ability to work both indoors and outdoors in varying weather conditions. To include the removal of snow on a semi regular basis.

Work Schedule:

- Availability to work 5 days per week, including weekends. This position shifts will be Thursday-Monday.
- The Business Operating hours are as follows. **Winter Months** 9:00 am – 5:00 pm
Summer Months 9:00 am – 6:00 pm
(*Memorial Day Weekend - Labor Day Weekend*)
Closed - Thanksgiving, Christmas, New Year's Day

Compensation:

- Hourly rate: \$16.00 - \$20.00 per hour (commensurate with experience).
- This position is a non-exempt hourly role, with the potential to transition to a salaried position with full benefits after a 6-month probationary period, based on performance.