

Position Description

Job Title	Custodial Services Trainee	Hiring Manager	Stacey Moragne
Department	Division of Aviation (DOA)	Posting Date	March 13, 2019
Salary Range	\$12.40 per hour	Application Deadline	March 22, 2019
Position Type	Full-Time, Exempt, Temporary (40 hours per week)		
Work Shifts	Program Shift is 2:00pm–10:00pm. Two weeks on the overnight shift may be part of the program.		
Career Pathway Program Name	This position is associated with the Hospitality Careers Program , which is a five-month career readiness program managed by the Office of Workforce Development.		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all residents have the opportunity to reach their potential.

Agency Description

The Commerce Department's Division of Aviation (DOA) operates the Philadelphia International Airport (PHL) and Philadelphia Northeast Airport (PNE) which are both owned by the City of Philadelphia. PHL is the only major airport for the nation's seventh largest metropolitan area and serves 30 million passengers annually. Twenty-five (25) airlines, including all major domestic carriers, offer nearly 500 daily departures to more than 140 destinations worldwide. Located seven miles from downtown Philadelphia, the Airport is easily accessible and convenient to many tourist sites, business centers, and cultural landmarks. As one of the largest economic engines in the region PHL uses no local tax dollars, generates \$15.4 billion to the economy, and sustains over 96,000 full-time jobs annually.

PHL aims to improve, operate, and develop premier air transportation facilities, deliver superior standards of customer service and excellence, and maintain the highest levels of safety, security, convenience, and efficiency.

Our Mission: Proudly connecting Philadelphia with the world

Our Vision: World-class global gateway of choice

Our Values:

- **People First** – Our employees, stakeholders and passengers
- **Respect** – To ourselves, our customers and our environment
- **Integrity** – We hold ourselves responsible for what we do, say and think (talking the talk, walking the walk)
- **Diversity** – Purposefully Inclusive and accepting of all
- **Excellence** – We hold ourselves to the highest standards of service, innovation, and efficiency

Program Summary: Hospitality Careers Program

The **Hospitality Careers Program (HCP)** is a five-month career readiness program managed by the City of Philadelphia's Office of Workforce Development. This program prepares job seekers for positions in the hospitality, janitorial and customer service fields. Participants receive hands-on training via classroom instruction and work-based learning to prepare them to qualify for custodial positions at the Philadelphia International Airport and for hospitality careers with private employers. The training curriculum also includes classroom-based instruction on interpersonal skills (soft skills), navigating the hiring process to secure full-time, permanent employment, and creating an action plan to advance along a career pathway. Participants are employed in the job title of Custodial Services Trainee, which is a full-time, temporary position with the City of Philadelphia that is exempt from civil service regulations.

Essential Functions

The **Custodial Services Trainee** is responsible for:

1. Learning how to perform hospitality work which includes, but is not limited to:
 - a. Clean restrooms, floors, windows, furniture, fixtures, surfaces, baggage claim, hold rooms, and other areas
 - b. Stock supplies and materials
 - c. Dispose of trash and recyclables
 - d. Remove or relocate snow and ice from grounds
 - e. Report damages to facility, equipment, or structures
 - f. Provide travelers and the general public with excellent customer service
 - g. Recognize and raise security concerns
2. Applying concepts and information learned during training in the workplace setting.
3. Developing the knowledge and skills to secure and retain full-time employment in the hospitality industry.
4. Adhering to all applicable City policies, rules, procedures, and codes of conduct.

Disclaimers

Custodial Services Trainees:

- May perform learning-based assignments that require standing for long periods, lifting up to 25 pounds, reaching, operating cleaning equipment, and other tasks of a physical nature.
- Must be able to work in an environment occasionally exposed to fumes, airborne particles, cleaning solutions, and outside weather conditions.
- Are considered Essential Personnel and may be relied upon to perform custodial tasks, while in a learning capacity, associated with emergencies and snow duty.
- May only work over 40 hours per week, and receive overtime compensation, related to emergencies and/or snow duty.
- Are only eligible for straight time pay and are not eligible for time and a half compensation on holidays.

Program Eligibility Requirements

The **Hospitality Careers Program** is seeking to hire qualified individuals that meet the following criteria:

- Must be a current resident of the City of Philadelphia
- Must be at least 18 years of age
- Must possess a strong desire to attain and retain full-time employment
- Must pass a pre-employment criminal background check
- Must pass a pre-employment drug test
- Must pass a pre-employment physical abilities test
- Must have a high school diploma or equivalency
- Must have reliable transportation to/from Philadelphia International Airport, which is located at:
 - 8500 Essington Avenue, Philadelphia, PA 19153
- Must be available and willing to work the following shifts:
 - **Evening Shift:** 2:00PM-10:00PM
 - This is the shift that Custodial Services Trainees work while in the program
 - **Overnight Shift:** 10:00PM-6:00AM
 - This is the shift that new permanent Custodial employees work
 - Custodial Services Trainees may work this shift for two weeks while in the program

Competencies, Knowledge, Skills and Abilities

Ideal Candidates will possess the following:

- Is respectful and has a positive attitude.
- Works well with others and is a team player.
- Strong desire to provide excellent customer service.
- Exhibits a willingness to learn, grow, and develop oneself.
- Follows instructions and is open to feedback.
- Takes pride in one's work and job performance.

Qualifications (Education and Experience)

Required Qualifications:

- Must have a high school diploma or equivalency; proof of education is required at interview.
No prior custodial or cleaning experience required.

About The Interview Process

The interview process includes:

- A brief overview about the Hospitality Careers Program and Custodial Services Trainee position.
- A Group Interview where two to three candidates are interviewed at the same time by a panel of leaders.
- An opportunity for candidates to ask questions of the program leaders.
- Time set aside for candidates to complete the Division of Aviation employment application.
- An opportunity for candidates to provide documentation, including high school diploma or equivalency.

Interview Tips:

1. Be on time!
2. Bring proper photo identification.
3. Dress in professional attire.
4. Bring a copy of your resume to the interview, if you have one.
5. Be yourself!

Additional Information

The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to faqpchr@phila.gov. For more information, go to: Human Relations Website:

<http://www.phila.gov/humanrelations/Pages/default.aspx>