

# CUSTODIAL SERVICES SUPERVISOR

Approved: July 2016

FLSA: Non-exempt

Unit: AFSCME



<b>Definition</b>
Under direction, plans, schedules, assigns, and reviews the work of custodial staff within the Public Works Department; supervises, plans, and coordinates the custodial and janitorial services for City buildings and facilities. Monitors and provides technical input for assigned facilities custodial duties and related projects and programs; accounts for materials, equipment, and supplies. Provides responsible technical assistance to supervisory and management staff. Performs a variety of technical tasks relative to the assigned functional area and performs related work as required.
<b>Supervision received and exercised</b>
Receives direction from the Facilities Maintenance Supervisor or assigned supervisor. Exercises direct supervision over Building Custodial staff.
<b>Class characteristics</b>
This is the full supervisory-level classification in the Custodial series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of housekeeping staff and contractors involved in the maintenance and upkeep of City buildings and facilities, and developing portions of the overall housekeeping budget. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Facilities Supervisor in that the latter has management responsibility for all building maintenance and City custodial services.
<b>Examples of typical job functions (illustrative only)</b>
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none"><li>• Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for janitorial maintenance and custodial service at City buildings and facilities.</li><li>• Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; participates in annual budget preparation and prepares detailed cost estimates; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.</li><li>• Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.</li><li>• Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.</li><li>• Monitors operations and activities of the custodial work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate supervisory and management staff; implements improvements.</li><li>• Inspects work performed by staff and contractors to ensure compliance with policies, procedures, regulations and established standards of quality and safety.</li><li>• Develops and implements custodial procedures and standards to ensure cleanliness and compliance with applicable regulations; reviews and develops corrective action plans in response to external evaluations of facility custodial practices.</li><li>• Provides staff assistance to assigned supervisor or manager.</li><li>• Receives and responds to inquiries, concerns and complaints regarding custodial services, activities, and personnel; investigates complaints; recommends corrective actions to resolve issues.</li><li>• Coordinates activities and services with other divisions, departments, agencies and organizations as appropriate.</li><li>• Responds to emergency situations as necessary.</li><li>• Performs general administrative/clerical work as required, including but not limited to conducting and attending staff meetings, entering and retrieving computer data, copying and filing documents, answering the telephone, etc.</li><li>• Performs other duties as assigned.</li></ul>
<b>Qualifications</b>
Knowledge of <ul style="list-style-type: none"><li>• Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.</li></ul>

- Principles, practices, equipment, tools, and materials of housekeeping and janitorial procedures and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and policies and procedures relevant to assigned area of responsibility.
- Safety principles, practices, and procedures of custodial work, including related equipment and materials.
- Modern office practices and methods, including computers and software programs relevant to work performed.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Basic mathematics and arithmetic.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Supervise and participate in the performance of general custodial duties safely and properly.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Understand, interpret, and explain written and oral instructions.
- Maintain basic records.
- Effectively communicate with others.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade.
- Three (3) years of increasingly responsible janitorial or custodial work, including one (1) year of supervisory experience.

#### Licenses and certifications

- Possession of, or ability to obtain, a valid California class C driver's license by time of appointment.

#### Physical demands

Must possess mobility to work in various City buildings and facilities; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. Finger dexterity is needed to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

#### Environmental elements

Employees work in buildings and facilities and are occasionally exposed to loud noise levels, controlled temperatures, confining workspace, chemicals, and hazardous physical substances and fumes.