



## POSITION DESCRIPTION

Department:	University Housing – Custodial Operations
Classification Title:	Administrator I
Working Title:	Custodial Operations Manager
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

### Position Summary

University Housing (UH), a unit within the Division of Student Affairs, consists of Facilities Operations, Housing Administration, Custodial Operations, Diversity and Inclusion, and Residential Student Experience. University Housing provides a premier living and learning experience for over 8800 students in residence hall and apartment-style communities. University Housing’s mission is to create a diverse and engaging experience that inspires all residents to Learn by Living.

The incumbent in this position is a member of the University Housing team. In conjunction with the Executive Director, Associate Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing. The incumbent is responsible for supporting and contributing to an atmosphere that facilitates respect, inclusion, and collaboration.

Under the general direction of the Director of Custodial Operations, the Custodial Operations Manager serves as a member of a four-unit department within University Housing and serves as an active member of the University Housing Management Team. The Custodial Operations Manager has assigned management and full supervisory responsibilities for the daily coordination and delivery of custodial operational services which include custodial, housekeeping, conference, contract, and assigned project supervision within a residence hall and apartment physical plant of 45 building structures totaling approximately 1,572,605 square feet. In cooperation with the University’s Office of Conference & Event Planning, supervises and coordinates the delivery of daily facility, housekeeping and support services to the conference program.

### Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
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#### **PERSONNEL MANAGEMENT:**

1. Directly supervise, assign, develop, schedule, evaluate, and review daily work assignments for the University Housing Custodial Team.
2. Coordinate, organize, establish priorities, and oversee performance evaluations for (8) Lead Custodians, up to 65 full-time Custodians, up to 100 Temporary/Seasonal On-Call Custodians, one (1) administrative support staff and up to 50 Student Support Assistants.
3. Foster a culture of service excellence and serve as a role model and mentor to motivate staff to improve their quality and responsiveness of service.
4. Oversee and direct training for the development of the University Housing Custodial team in the areas of daily facility operations and procedures that foster work team acceptance and pride, facilitate professional growth and that meet the department’s unit standards for appearance and policy compliance.

5. Report and review employee reports of injury. Ensure information is reported completely and accurately. Counsel employees as needed in safe work process and practices. Report unsafe conditions and take appropriate steps to correct those conditions.
6. Participate in monthly Housing/Union meetings; approve and schedule release time for union officers; and respond to collective bargaining inquiries, as needed.

**OPERATIONAL MANAGEMENT:**

7. Implement and monitor University, department and unit policies and procedures that assure the delivery of accurate, timely and courteous services related to maintenance, custodial and vendor functions.
8. Schedule and coordinate delivery of weekend custodial services.
9. Coordinate and approve the emergency callback system to provide 24 hour facility support and custodial services, including weekends and holidays.
10. Assure quality standards are implemented for the custodial functions within University Housing. Coordinate, schedule and report on physical resources, including: supplies, equipment, furniture and products for the support and custodial services functions. Administer a facility assessment program for assigned residential and administrative facilities, including 14 outlying Agricultural Housing units to assure that appropriate maintenance and custodial standards are maintained on a daily basis. Ensure that all areas are clean, operational, and safe.
11. Determine the materials, supplies and equipment necessary to complete assigned tasks. Collaborate with the Inventory and UH Depot Manager to ensure custodial equipment and supply stocks are maintained at a level appropriate to service residential facilities. Collaborate in the process to project supply inventories to maintain a level of the highest efficiency, space utilization and the most economical standards. Develop a collaborative plan for scheduling the distribution of supplies, equipment and furnishings.
12. Administer and supervise a daily key control distribution and collection system.
13. Direct the Lead Custodial staff to assure the scheduling and coordination of the yearly deep cleaning of the residence halls and apartments.

**OPERATIONAL SUPPORT:**

14. Provide operational support and administrative efforts toward reduction of damage to University Housing facilities. Participate and educate staff regarding the student damage billing notification process. Provide support information and documentation in damage billing appeal process.
15. Assist in the preparation of the custodial operations annual budget by analyzing, monitoring and tracking custodial and support service resource expenditures and provide recommendations for projected future resource expenditures. Adhere to the approved level of funding and maintain appropriate budget and expense records. Prepare custodial and support services needs analysis and provide recommendations for budgetary expenditures for equipment, supplies and services.
16. Collaborate with the Conference & Event Planning Program to ensure effective scheduling and delivery of custodial and support services for the summer conference program and seasonal University guests. Provide cost, material and labor estimates to Conference & Event Planning for services required in support of the summer conference operations.
17. Serve as the hazardous communications and safety coordinator for Housing Services. This includes but is not limited to maintain required documents, coordinate training, participate on committees, and work with other campus departments regarding hazardous materials and safety practices.
18. Provide emergency assistance in support of University Housing (24-hours/7days).
19. Manage the development and execution of a monthly custodial informational newsletter.

20. As assigned review, report and recommend maintenance and renovation needs. Provide recommendations for projects as it relates to priorities, equipment and product specifications and scheduling.
21. As assigned assist in the planning, design and coordination of custodial facility improvement projects.
22. Assist and participate with University Housing special events including move-in, move-out and open house.

Related Job Functions

As Needed 10%

1. Represent the department through participation in professional organizations. Confer with other institutions that have similar operations in regards to policies, procedures and products and that have been successful within their facilities.
2. Perform other job-related duties and special projects as assigned.
3. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

### **Required Education, Experience, and Credentials**

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Education and Experience:

Equivalent to four years of supervisory/management experience. A minimum of two of the four years must be in direct custodial operations management. (A degree in business administration or a related field may be substituted for one year of management experience in custodial or facilities operations.)

Licenses, Certificates, Credentials:

- Possession of a valid driver's license or the ability to obtain by date of hire.

### **Required Skills, Knowledge, and Abilities**

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1. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
3. Ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.
4. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
5. Thorough knowledge of English grammar, spelling and punctuation.
6. Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
7. Ability to interpret, communicate and apply policies and procedures.
8. Demonstrated ability to maintain a high degree of confidentiality.
9. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
10. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
11. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
12. Excellent supervisory skills.
13. Extensive knowledge of custodial and housekeeping operations and all related aspects of facilities management.
14. Comprehensive knowledge of custodial services practices and applications.

15. Ability to make sound management decisions in a potentially hazardous or emergency situation.
16. Ability to manage a facility that is occupied and functioning at full capacity, 24 hours a day, seven days a week, year round.
17. Ability to communicate effectively with college aged students, faculty and staff from diverse backgrounds.
18. Ability to mediate conflict and facilitate solutions to student and staff issues, with minimal liability to the University.
19. Thorough knowledge of working with and interpreting multiple collective bargaining unit labor agreements.
20. Ability to develop and interpret contracts and specification bid proposals.
21. General knowledge of budgeting and accounting practices, including the development, projection, monitoring, and tracking of budgets.
22. General knowledge of physical plant practices and systems, including working in multiple trades and skills disciplines.
23. Working knowledge of Cal/OSHA and Fire Codes
24. An understanding of student development philosophy
25. Working knowledge of EPA (AHERA and NESHAPS) and safe labor practices and code enforcement.

### **Preferred Skills and Experience**

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Working knowledge of University Conference Service program administration.
- Proficiency in the following languages is a plus: Spanish.

### **Special Conditions**

- Ability to ascend and descend stairs and/or ladders.
- This position requires the ability to work with or around common custodial cleaning chemicals.
- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file a Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME	SIGNATURE	DATE
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

**Jon Fink,**  
Dir of Custodial Operations

IMMEDIATE SUPERVISOR NAME AND TITLE SIGNATURE

DATE

**DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

**Jo Campbell,**  
AVP Student Affairs/Exec Dir UH

DEPARTMENT HEAD NAME AND TITLE

SIGNATURE

DATE

**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Administrator I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3318_01
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: M80
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: F-17-6
<input type="checkbox"/> COI Position		Classifier Initials: HR
Recruitment Number: _____		Date: 7/7/2023