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| **Job Description** |
| **Job Title:** | Supervisor – Custodial Services | **Location:** | Headwaters Complex (HWCA) |
| **Department:** | Custodial / Facilities Operations | **Reports To:**  | Director of Facilities Operations |
| **Division:**  | Administrative Services | **Pay Grade:**  | C11 |
| **FLSA Status:**  | Nonexempt |  |  |

**SUMMARY**

The purpose of this position is to supervise staff engaged in the performance of custodial work in accordance with established practices, standards and procedures. Responsible for ensuring that appropriate service levels and cleaning expectations are met on a daily basis.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Assigns work to, supervises, trains, instructs, and evaluates all lead positions and custodial crew members.
* Develops and implements cleaning strategies, priorities, staffing levels, and techniques that will best support desired quality performance standards. Coordinates custodial services and inspects work in progress to ensure standards are met and adjusts work schedules as required to most effectively meet daily custodial needs.
* Ensures that custodial staff adhere to established procedures and satisfactorily perform check list tasks for maintaining clean, safe, and secure working and learning spaces. Ensures employees stay current on compliance activities and maintains employee files relative to performance, task completion and training.
* Stays informed of campus events that impact custodial services. Communicates effectively with Conferencing and Events staff, Facilities supervisors, lead custodians and custodial staff to ensure that everyone understands their role with respect to event coverage. Oversees and performs custodial tasks as required to ensure that quality services are provided. Moves furniture to provide set up and take down for events and departmental activities
* Oversees snow removal from buildings, steps, and entrances when required.
* Reports building deficiencies in need of repair to the Maintenance department by creating work requests as needed.
* Remains knowledgeable of and enforces all college policies, practices and guidelines. Interviews and makes recommendations on hiring staff. Conducts staff performance reviews and addresses employee performance concerns in compliance with Human Resource guidelines.
* Responsible for timely and accurate approval of hours worked for all custodians.
* Formulates long-range plans for custodial services and operations and assists in the annual budget planning process and regularly monitors budget expenditures. Responsible for creating equipment replacement schedules for inventoried equipment and providing costs associated for budget consideration. Identifies new products and equipment and assess quality and effectiveness. Makes product and equipment purchases as needed.
* Solicits outside cleaning contracts when necessary and oversees work performed. Estimates job costs and implements efficiencies as identified.
* Responsible for creating equipment use schedules and coordinating timely delivery of needed equipment. Ensures timely delivery of cleaning products and supplies to custodial closets.
* Carries a two-way radio for communication with other staff and security. Locks and unlocks campus buildings as required. Reports potential problems, hazards, or emergencies to supervisor and/or security staff.
* Requires shift work, being on-call, and/or irregular work schedules.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.

# Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

High school diploma or general education degree (GED) and a minimum of three years full time equivalent experience supervising others in a work environment. Experience in custodial, housekeeping, facilities, or other related industry preferred. Must possess a valid driver’s license.

# Knowledge, Skills and Abilities

* Ability to communicate with all departments and keep a positive team atmosphere
* Ability to effectively manage employees
* Knowledge of effective cleaning methods and custodial services operations
* Ability to effectively present and speak one-on-one and in small group situations
* Proficient skills in operating office equipment and a computer, including Microsoft Office
* Ability to read, write and speak in English

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements are typical of a facilities position that involves regular exposure to an outdoor setting. May include exposure to tools, equipment, inclement weather, and /or general hazards typical of an outdoor setting, etc. Involves sitting, regular standing, walking, moving, and frequently lifting objects up to 30 pounds but occasionally up to 50 pounds or more with or without assistance. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles or blood borne pathogens; toxic or caustic chemicals; extreme cold and extreme heat. The employee is occasionally exposed to high, precarious places and risk of electrical shock and works with vibration causing tools or equipment. The noise level in the work environment is usually moderate.

October 2024