

## **SUPERVISOR, CUSTODIAL SERVICES**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of staff responsible for performing the full range of custodial duties related to the care, routine maintenance, and cleaning of assigned buildings and facilities; coordinates, monitors, and provides technical input for assigned custodial projects and programs; provides technical assistance to the Manager, Custodial Services; performs a variety of technical tasks relative to custodial projects and programs.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Manager, Custodial Services. Exercises direct and general supervision over custodial staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the custodial class series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of custodial staff either directly or through lead workers. Incumbents are expected to be fully proficient in the performance of the full range of custodial duties. Performance of the work requires the use of considerable independent judgment, initiative, and discretion within established guidelines. This class is distinguished from the Manager, Custodial Services in that the latter has management responsibility for all custodial functions and activities of the District.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the custodial activities in all District buildings and facilities.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
3. Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
4. Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
5. Makes regular or special inspections of District buildings and related facilities, including custodial tools, equipment, and related items for cleanliness, safety, appearance, operating effectiveness, and needed repair or replacement.
6. Checks inventory; prepares, maintains, and reviews various records and reports related to facilities and custodial operations, including service and supply requests and timesheets as required.
7. Coordinates the thorough cleaning and restoration of District facilities during campus recess periods.
8. Effectively schedules overtime to ensure proper coverage and custodial service for special events.
9. Interfaces with the public; answers questions and provides standard information to the public if working in a public facility.

10. Provides the leadership to maintain the efficiency and continuity of the maintenance function in the absence of the Manager, Custodial Services.
11. Responds to emergency situations as necessary.
12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
14. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
2. Principles, practices, equipment, tools, and materials of custodial work and basic and preventative building maintenance.
3. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
4. District purchasing and supply ordering policies and procedures.
5. Basic principles and practices of budget development, administration, and accountability.
6. Safety principles, practices, and procedures pertaining to the work.
7. The operation and maintenance of a variety of hand and power tools, and equipment used in custodial work.
8. Proper cleaning methods and the safe usage of cleaning materials, disinfectants, custodial tools, and equipment.
9. Safe work practices, including safe driving rules and practices.
10. Modern office practices and technology, including personal computer hardware and software applications related to the work.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
2. Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
3. Organize, implement, and direct custodial services and operations activities.
4. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
5. Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
6. Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.

7. Perform the most complex custodial services duties and operate related equipment safely and effectively.
8. Develop cost estimates for supplies and equipment.
9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
10. Prepare clear and concise reports, correspondence, procedures, and other written materials.
11. Establish and maintain a variety of manual and computerized files, record-keeping, and project management systems.
12. Make sound, independent decisions within established policy and procedural guidelines.
13. 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.
14. Operate modern office equipment including computer equipment and software programs.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. 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 (12<sup>th</sup>) grade and five (5) years of increasingly responsible custodial or janitorial experience, including two (2) years of lead or supervisory experience.

**Licenses and Certifications:**

- Possession of and ability to maintain a valid California Driver's License.

**PHYSICAL DEMANDS**

Must possess mobility to work in various District buildings and facilities; strength, stamina, and mobility to perform medium physical work and to operate varied hand and power tools and related equipment; 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 access, enter, and retrieve data using a computer keyboard or calculator and 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. Employees may interact with staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.