

## **MANAGER, CUSTODIAL SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, manages, administers, coordinates, and directs custodial services of District facilities and buildings; provides highly complex and responsible support to the Director, Facilities Planning and Management in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Facilities Planning and Management. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management-level classification responsible for managing custodial operations of the Facilities Planning and Management Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing support to the Assistant Director, Facilities Planning and Management in a variety of areas. Successful performance of the work requires an extensive background in custodial services, as well as, skill in coordinating assigned work. This class is distinguished from the Director, Facilities Planning & Management in that the latter has overall management responsibility for District-wide facilities and maintenance programs, services, and activities.

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

- Plans, manages, and oversees the operations and activities of the custodial services of District facilities and buildings.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned operations; recommends within departmental policy, appropriate service and staffing levels and resources; recommends and administers policies and procedures.
- Coordinates the work plan for the assigned staff; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Director, Facilities Planning & Management.
- Participates in the development and administration of the assigned budget; determines and recommends equipment, materials, and staffing needs for assigned custodial services projects; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for procurement; participates in formal and informal bid processes for custodial projects as necessary.
- Performs routine inspections to monitor and verify the quality of work performed and services provided; assists in development of custodial standards.
- Communicates with administrators, staff, and outside organizations to coordinate activities, resolve issues and conflicts, and exchange information.
- Develops and implements custodial services schedules for District facilities and buildings.
- Operates and maintains a variety of custodial equipment.
- Maintains and directs the maintenance of working and official files.

- Prepares, reviews, and presents staff reports, updates, and reports on special projects as assigned by the Assistant Director, Facilities Planning and Management.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Responds to or coordinates a response to emergency calls after hours.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- 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.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Budget development, administrative practices, and program management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, methods, equipment, materials, and tools used in custodial maintenance.
- Safe operation and routine maintenance of equipment and tools used in area of responsibility
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of business correspondence and information distribution.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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:**

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned area of responsibility.
- Provide administrative and professional leadership and direction for assigned area of responsibility.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of assigned personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer custodial services, projects, events, and activities.
- Effectively represent the District and the department in meetings.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 which 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 seven (7) years of increasingly responsible custodial or janitorial experience, including three (3) years of full 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; to operate a motor vehicle and visit various District and meeting sites; strength, stamina, and mobility to perform medium physical work and to operate varied tools and related custodial equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 partially work in an office environment and partially in and around buildings and facilities and are occasionally exposed to loud noise levels, extreme temperatures, confining workspace, chemicals, and hazardous physical substances and fumes. Employees may interact with staff, students, and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.