

SUPERVISOR OF CUSTODIAL SERVICES

Classification: Non-Licensed Administrator

Location: Facility Operations

Reports to: Director, Facility Operations

FLSA Status: Exempt

Employee Group: NCAA

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

To effectively and efficiently administer the District Custodial Services Program so as to enhance the learning environment of all students. Responsible for hiring, evaluating custodial staff, planning annual trainings and new employee training for both our building custodians and substitute custodians.

Part II: Supervision and Controls over the Work:

Serves under the general supervision of the Director of Facility Operations. Is responsible for results in terms of effectiveness of planning, coordinating, leading, quality, and completion of assigned work. Responsible for compliance with policies, procedures, rules, regulations, and codes. Responsible for applying acceptable custodial standards, Labor and Industry standards, and OSHA standards.

Part III: Major Duties and Responsibilities (depending on specific assignment):

1. Administrative Functions

- a. Monitor trends in areas of responsibility and plan for the future.
- b. Direct the Districts Custodial Services Program.
 1. Manages custodial supply inventory to assure timely availability of needed materials. Initiates and processes requisitions/purchase orders in accordance with district policy. Receives and inventories materials, supplies, and equipment, and is primary contact with custodial vendors
 2. Maintain custodial equipment list and make recommendations for replacement.

- c. Supports energy management and green building programs, and makes procedural suggestions to conserve energy. Attends trainings and meetings as part of compliance with SEM (Strategic Energy Management) program, and works closely with head custodians on how to save each building money.
- Supports safety and compliance programs, make sure procedures fall within the requirements.
- Serves as District IPM (Integrated Pest Management) Coordinator, to include working with exterminator when pest thresholds reach maximum. Maintains annual training and IPM certification. Creates training materials and ensures annual training for all district staff is completed. Maintains records and communications for IPM Program.
- Monitors chemical usages and performs safety inspections as required, including sending monthly reports to Risk Management.
- Represents department on district committees, as necessary.
- Assists with managing the custodial budget and makes recommendations on expenditures.

2. Staff Supervision

- Fostering effective teaming and collaboration within the staff.
- Directing and inspecting the work of Custodial Services Staff and Substitute Custodians.
- Creating effective communications with staff to ensure that all staff is timely and effectively informed of department policies, issues, guidance, and operational requirements and expectations.
- Creating an environment in which staff can provide open and candid feedback and suggestions on facility operations and issues. Working closely with staff to resolve conflict and collaboratively work together to seek solutions and resolutions.
- Conducting performance evaluations of staff to include intervention when performance fails to meet expectations.
- Provides expert support to building custodians on an on-going basis, and coordinates recognition efforts at the annual summer training for all custodians.
- Responsible for the recruitment efforts and coordinates hiring process for all custodial services staff and custodial substitutes: conducts screenings, schedules and conducts interviews, performs reference checks, and makes hiring decisions and recommendations.
- Participates with building administrator in the interviewing, screening, and selection of new employees.
- Provides input to building Principals for employee evaluations, shift reviews, routes, personal training, goal setting, and addressing performance concerns.
- Approves overtime for special custodial projects.
- Assists in accident investigations.
- Provides training and assistance to substitute custodians and school custodians in the requirements of their job as directed by both the building administrator and the Facilities Manager.
- Ensure required lift trainings are scheduled on an annual basis for Custodial and Facility staff.

- Assigns work to summer custodial teams, inspects completed work, and provides training and guidance as necessary.
- 3. Standards and Procedures: Assists the Director in developing and maintaining custodial standards and procedures to govern the custodial program. Works closely with other District administrators to assist them in understanding and applying policies and procedures
- 4. Customer Service: Assists in creating a customer service culture that ensures the operational program is responsive and sensitive to the needs of students, patrons, and school staff. Assists in creating a welcoming environment and providing flexibility to respond to the needs of customers.
- 5. Emergency Response: Serves as a first responder in emergency situations. Helps implement emergency plans and procedures based on specific circumstances.

Performs other duties and responsibilities as assigned.

Part IV: Minimum Qualifications:

- Incumbents must demonstrate the ability to work in a culturally diverse environment, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
- Post-secondary training or education in custodial or maintenance related fields.
- Minimum of three (3) years of progressively responsible experience in custodial services which involved lead or management responsibilities and provided strong knowledge of cleaning techniques, materials, and equipment.
- Knowledge of safety standards, laws, codes, rules, policies and regulations relating to school facility maintenance and operation.
- Ability to communicate and maintain good working relations with all District employees, vendors, contractors, and public entities.
- Ability to utilize office technology to document assigned work, control inventories, initiate service orders, etc., to include Microsoft Excel, Word Documents, and electronic work order system.
- High School graduation or equivalent.
- Ability to work with frequent interruptions. Ability to meet tight time constraints and deadlines.

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- Must possess a valid driver's license and a safe driving record and be able and willing to operate district owned vehicles.
- Ability to work independently and cooperatively.
- Skilled in the effective use of email and Microsoft Office Suite (Word and Excel spreadsheets).
- Strong planning and organizing skills
- Ability to organize work, set priorities, and meet deadlines.
- Demonstrated supervisory ability.
- Maintain exceptional attendance and punctuality.
- Adhere to all District policies and general workplace expectations.

Part V: Desired Qualifications:

- Bilingual and bicultural skills.
- Bachelor's degree in related fields.

Part VI: Physical and Environmental Requirements of the Position:

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

- While performing the duties of this job, the employee is frequently required to sit, move about, hear and speak. Noise level may be high when operating power equipment. Employee may be required to work in restricted spaces to include crawling and/or climbing as working at heights. Required to stand, be on feet, and move around for a full work shift.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Employee is required update knowledge, properly use and train others in the use of safety equipment and processes to prevent injury to self or others.
- While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals. It may be expected that the individual could be exposed to blood or other potentially infectious materials during the course of their duties.

- Ability to work using ladders, scaffolding, mechanical lifts and district vehicles. Ability spend large periods of time standing, lifting, and walking. Ability to safely push, pull, move, lift up to 50 pounds and move heavier materials using appropriate equipment.