



Office of Human Resources
Custodial Services Supervisor - CJ1872

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs second level supervisory duties over Custodial Supervisors and staff members involved in custodial work for City facilities and public office buildings and directs operational policy development and performance criteria in conjunction with departmental plans and goals.

Distinguishing Characteristics

This class performs second level supervisory duties. This class is distinguished from the Custodial Supervisor that performs supervisory duties over custodial workers in city facilities and public office buildings. The Custodial Services Supervisor class is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

Level of Supervision Exercised

Supervises two or more Custodial Supervisors and other support staff.

Essential Duties

Directs and supervises Custodial Supervisors and other employees involved in custodial work for City facilities and public office buildings and establishes unit and staff work goals and performance standards in conjunction with departmental goals and objectives.

Plans, assigns, and evaluates the work of supervisors and staff members, provides technical expertise to staff, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Develops and manages the budget for the work function(s) and allocates funds within the budget to accomplish objectives.

Monitors and evaluates custodial contracts to ensure compliance and acts as a liaison with contract representatives, other departments, and facility users.

Implements safety standards and develops procedures to ensure compliance.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience supervising custodial activities.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
 Potential exposure to chemicals, gas and low-level radiation
 Potential exposure to cold temperature, cold enough to cause bodily discomfort
 Potential exposure to cold weather conditions (indoor/outdoor)
 Potential exposure to conditions that affect the skin or respiratory system.
 Potential exposure to dust
 Potential exposure to extreme temperature changes
 Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes
 Potential exposure to hazardous conditions where there is a danger to life, body, and/or health
 Potential exposure to hazardous/toxic chemicals
 Potential exposure to hazards from electro/mechanical/power equipment.
 Potential exposure to hazards of steam and heat
 Potential exposure to heat temperatures, hot enough to cause bodily discomfort
 Potential exposure to hot and humid work environment
 Potential exposure to housekeeping/cleaning agents/chemicals.
 Potential exposure to pesticides or fertilizers
 Potential exposure to the risk of blood borne diseases.
 Potential exposure to temperature changes: variations in temperature from hot to cold
 Potential exposure to toxic chemicals.
 Potential exposure to unpleasant elements (accidents, injuries, and illness).
 Potential exposure to wet working conditions (snow removal)
 Extreme cold conditions
 Handles absentee replacement on short notice
 Handles emergency or crisis situations
 Noise sufficient to cause distraction or possible hearing loss
 Occasional pressure due to multiple calls
 Personal Safety: aware of surroundings, people, and events
 Pressure due to multiple calls and inquiries
 Subject to burns and cuts
 Subject to electrical and radiant energy hazards
 Subject to hazards of flammable or explosive gases
 Subject to injury from moving parts of equipment or vehicles
 Subject to many interruptions
 Subject to precarious or high locations
 Subject to pressure for multiple calls, inquiries, and interruptions
 Subject to varying and unpredictable situations
 Subject to traffic, roadways, and pedestrians
 Subject to vibrations and strain on the body to cause bodily harm if endured daily
 Temperature Changes: variations in temperatures from hot to cold when works in field
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage
 Works in confined, uncomfortable or awkward locations
 Works in precarious or high locations.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms or legs.
Balancing: maintaining body equilibrium to prevent falling over.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Climbing/Balancing: climbing walls, fences and other obstacles and balancing.
Climbing: ascending or descending objects usually with hands/feet.
Climbing: ascending or descending objects.
Color vision: ability to distinguish and identify different colors.
Crawling: moving about on hands and knees or hands and feet.
Crouching: bending body downward and forward by bending legs.
Depth Perception: ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: performing work through the use of two or more.
Feeling: perceiving attributes of objects by means of skin receptors.
Feeling: perceiving attributes of objects by means of spoken word.
Field of Vision: ability to adjust vision to bring objects into focus.
Field of Vision: ability to see peripherally.
Fine Dexterity: coordinator eye-hand to operate a vehicle, reach, hold, grasp and turn objects
Fingering: picking, pinching, or otherwise working with fingers.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Handling: seizing, holding, grasping, or otherwise working with fingers.
Hazards: conditions where there is danger to life, body and/or health.
Hearing/Talking: hear and determine direction of sound.
Hearing: perceiving the nature of sound by the ear.
Kneeling: bending legs to come to rest on one or both knees.
Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.
Mathematical reasoning:
Memorization:
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Neck Flexion: moving neck upward/downward.
Oral comprehension:
Physical Strength: exerts maximum muscle force to lift, push, pull or carrying objects and performs laboring work.
Pulling: exerting force upon an object so that it is moving to the person.
Pushing/Pulling: push/pull equipment, objects, etc.
Pushing: exerting force upon an object so that it is moving from the person.
Reaching: extending the hand(s) and arms(s) in any direction.
Repetitive motions: making frequent movements with a part of the body.
Sitting: remaining in the normal seated position.
Stamina: exerts oneself physically over long periods of time without tiring. (which may include performing repetitive tasks such as hammering or lifting objects).
Standing: remaining on one's feet in an upward position.
Stooping: bending the body by bending the spine at the waist.
Talking: expressing or exchanging ideas by means of spoken words.
Vision Far Acuity: ability to see clearly at 20 feet or more.
Vision Near Acuity: ability to see clearly at 20 inches or less.
Vision: to observe animal behavior, read signs, and reading colors.
Walking: moving about on foot on uneven surfaces.
Written Comprehension.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: J-614
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: