General Statement of Duties
Performs supervisory duties over custodial workers in city facilities and public office buildings.

Distinguishing Characteristics
The Custodial Supervisor class supervises and coordinates activities of workers involved in janitorial and custodial work in public office buildings and grounds. This class is distinguished from the Custodial Services Supervisor class that 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. The Custodial Supervisor is distinguished from the Custodian class that performs standard level interior and exterior janitorial/minor maintenance duties involving cleaning and disinfecting City facilities and public domains and performs grounds keeping duties including snow removal.

Guidelines, Difficulty and Decision-Making Level
Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several tasks, programs or projects in various stages of completion.

Level of Supervision Received & Quality Review
Under supervisory direction, the employee is responsible for accomplishing the objectives of middle management. Employee makes decisions or recommendations regarding hiring decisions, performance ratings, merit increases, promotional opportunities, disciplinary actions, and/or resolution of grievances or complaints. Serves as a role model for the employees they supervise and resolves day-to-day problems as they arise. Work is reviewed for their leadership, bringing the team together, delegating, and the use of independent judgement and discretion.

Interpersonal Communication & Purpose
Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised
Supervises two or more full time employees who do not supervise.

Essential Duties
Supervises personnel performing custodial duties in city facilities and public office buildings.

Allocates resources within the supervised function in accordance with work requirements and budget constraints.

Performs inventory, purchases and distributes supplies, and orders equipment maintenance.
Implements safety standards and develops procedures to ensure compliance.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; 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 encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, 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.

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

Some positions monitor HVAC systems and coordinate installation or repair by service contractors.

Some positions supervise decontamination procedures, disposal of old equipment, fuels and fluids, and snow removal activities.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

By position, may be required to be on-call to address emergent needs.

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**

**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.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem-Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**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.

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

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

**Education Requirement**

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

**Experience Requirement**

Three (3) years of experience as a custodian.

**Education & Experience Equivalency**

A combination of appropriate education and experience may be substituted for the minimum education and 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**

For DPL Positions Specifically:

- Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.
- Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
- 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 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 infection from disease-bearing specimens.
- Potential exposure to infections and contagious diseases.
- Potential exposure to odorous 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 too cold.
- Potential exposure to temperature changes: variations in temperature from hot to cold.
- Potential exposure to unpleasant elements (accidents, injuries, and illness).
- Extreme cold conditions.
Handles emergency or crisis situations.
Noise sufficient to cause distraction or possible hearing loss.
Personal Safety: aware of surroundings, people, and events.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
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 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 temperature from hot too cold.
Temperature Changes: variations in temperatures from hot too cold when works in field.
Wet: frequent contact with water or other liquid.
Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.
Works in precarious or high locations.

**Level of Physical Demand**

For DPL Positions Specifically:
3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

**Physical Demands**

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Climbing: Ascending or descending an object or ladder
Color Vision: Ability to distinguish and identify different colors..
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships..
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hazards: Conditions where there is danger to life, body and/or health..
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Physical Strength: Exerts force to transport objects of 50 pounds [or insert appropriate weight] or more.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon on object so that it moves away from the person.
Reaching: Extending the hands, arms, or other device in any direction.
Repetitive Motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Stamina: Ability to work over long periods of time without tiring.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

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<tr>
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