CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Custodial Maintenance Supervisor** **UNION 231**
SG:3
DEPARTMENT: **Public Works, Operations** **CS:N**
FLSA:N
EEO4CODE: PR

JOB SUMMARY:

Responsible for supervising custodial staff in housekeeping and minor maintenance of City buildings and facilities. Plans, organizes, and assigns work to Custodial Maintenance Workers in order to accomplish Facilities goals for cleanliness, sanitation, and housekeeping including making work assignments, evaluating quality and quantity of work, providing general support and direction, recommending hire and discipline and conducting annual performance appraisals. Develops and provides training for operational programs to ensure staff meets standards and service levels. Exhibits a complete and thorough understanding of custodial business practices and skills to develop and implement short- and long-range cleaning strategies utilizing both staff and contractors.

SUPERVISORY RELATIONSHIPS:

Reports to the Facilities Manager. Works under general supervision and the guidance of City and Departmental policies and procedures. Carries out related custodial goals and missions of the Department and work unit as set forth by the Facilities Manager under the guidelines of policies, procedures, labor contracts and various governmental regulations. Provides supervision to Custodial Maintenance Workers I, II, Lead Custodial Maintenance Workers and other custodial staff in the Public Works Department as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes, directs and supervises the work of custodians to provide clean, sanitary, and comfortable workplaces and public areas in line with production, budget and Facilities goals.

2. Provides support, encouragement, direction and feedback to custodial staff members. Conducts annual performance appraisals and counsels staff on performance issues. Conducts pre-disciplinary investigations; recommends and delivers discipline in consultation with Human Resources and the Facilities Manager.

3. Makes scheduled and programmed inspections of areas for cleanliness and ensures established standards are met. Troubleshoots causes for below-standard cleaning, then plans and carries out effective remedies.

4. Implements and monitors the custodial budget. Makes recommendations to Facilities Manager for equipment replacement and major materials procurement changes.

5. Establishes communication and responds to janitorial service requests from users of City buildings. Refers major or controversial requests to Facilities Manager for review. Works with other divisions, departments and agencies to facilitate and coordinate services, as appropriate.

6. Trains and orients employees to the custodial program, personnel assignments, equipment, policies and procedures. Responsible for safety training and monitors compliance of employees with safety rules. Maintains Material Safety Data Sheets for custodial work group.

7. Procures equipment, material, and other resources to enable staff to carry out the assigned work. Obtains quotes and oversees cleaning contractors.

8. Monitors and reviews status of building systems such as HVAC, security, plumbing, and related equipment. Reports problems to maintenance for appropriate action.

9. Troubleshoots a variety of custodial housekeeping and building operational problems; resolves these within scope of authority or refers to other entities.

10. Monitors building usage schedules and sets building security systems appropriately using computerized equipment or other manual means to ensure buildings and meeting rooms are available.

11. Completes necessary documentation for work processes including reviewing and approving time sheets and timecards.

ADDITIONAL WORK PERFORMED:

1. May assist in coordinating and in supervising related capital improvement projects, as assigned.

2. Participates in the annual planning process for the development of goals and objectives.

3. Assists Facilities Manager in improving processes and programs through participation on special projects, program assignments and initiatives.

4. Conducts, attends and participates in a variety of team or departmental meetings.

5. Composes correspondence, reports, and other documents to carry out the assigned work.

6. Occasionally fills in during Custodial Maintenance I absences.

7. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough technical knowledge of housekeeping, sanitation, and basic building maintenance.
- Work processes and equipment used in custodial work.
- Working knowledge of City personnel policies and procedures and labor contract provisions for the workgroup.
- Working knowledge of departmental policies and procedures.

Skill in:

- Good leadership skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.
- Good oral communications skills and interpersonal sensitivity for developing and maintaining effective working relationships with employees, other department and City personnel and citizens.
- Good time management skills.
- Good written communications skills for producing a variety of correspondence and reports.
- Use of computers and software related to City-wide communications, timekeeping, record-keeping, and custodial management.

Ability to:

- Work positively and productively in a stressful environment.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job, including:
  - Heavy and demanding physical labor including the ability to lift and move up to 50 pounds on a regular basis and up to 100 pounds with lifting equipment.
  - Move between work sites;
  - Adequate hearing, correctable vision, and manual dexterity;
  - Frequently operate a computer and read a computer screen or typewritten page.

WORKING ENVIRONMENT:

Work areas will vary among all City buildings under Facilities responsibility and will require foot and vehicle travel. May also work outdoors in all weather conditions for tasks such as ice and snow removal. Will function part of the workday in a business office environment. May occasionally work on as well as in and around building heating and cooling equipment and machinery, including startup, monitoring, and shutdown.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of 5 years' experience in custodial/housekeeping trade including sanitation, hard surface floor and carpet care.
- High school or equivalent training for level of literacy and academic skills.
- Lead or supervisory experience preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license and good driving required. Candidates must submit a three-year driving abstract prior to hire.
- Employment contingent upon passing a criminal convictions and local background check.
- Willingness and ability to be called out in response to occasional custodial/maintenance emergencies.
- Willingness and ability to work late shifts and weekends with flexibility to attend daytime meetings, training and other functions.

PREPARED BY: M. Carlson, C. Williams
A. Beatty
9/10

REVIEWED BY: _____
Ted Carlson
Director, Public Works