



CUSTODIAL OPERATIONS SUPERVISOR

Classification: Professional-Technical Level 4

Location: District Office

Reports to: Director of Maintenance, Safety & Security

FLSA Status: Exempt

Employee Group: Professional-Technical

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

Provides leadership for planning, directing, coordinating, and leading custodial workers, utility crew, and contractors in maintenance of district facilities, building support systems, and related equipment.

Part II: Supervision and Controls over the Work

Serves under the general supervision of the district administrator responsible for maintenance and security. Is held 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 monitoring and complying with project cost estimates and taking action to coordinate approval when cost will significantly exceed estimates.

Part III: Major Duties and Responsibilities

1. Program Operations:

- a. Regularly organizes, schedules, assigns, and instructs the work as it pertains to the job of department employees on all assigned custodial services.
- b. Manages district utility functions: courier, warehouse, and self-haul refuse services.
- c. Develops and/or reviews specifications and monitors work performed by contracted personnel.
- d. Develops time and performance standards for repetitive jobs.
- e. Maintains an adequate inventory of supplies, parts and equipment at all times so that employees can perform assigned tasks on time. Initiates and/or approve purchase requests as needed and consistent with the approved budget.
- f. Responsible for preventative maintenance functions assigned to custodial staff.
- g. Represents department on district committees, as necessary.
- h. Assists in developing and administering the district's building energy management program.
- i. Provides input on the major purchases of supplies, parts, tools, equipment and services, and in the long-range planning for development of the district facilities.

- j. Assists in department budget development and in developing cost estimates for custodial services.
- k. Assists in establishing and maintaining a comprehensive district-wide facilities and building equipment and support systems preventative maintenance program.
- l. Maintains and verifies accuracy of all required personnel records including time slips and absences.
- m. Works with administrators, teachers, coaches, other staff and departments and contractor personnel in a professional and helpful manner and assures that all custodial personnel do likewise.
- n. Guides and/or assists department personnel in performance of their duties whenever necessary.
- o. Monitors and manages custodial operations department computerized systems as assigned.

2. Staff Supervision:

- a. Recruits, interviews candidates, conducts phone references, makes hiring and assignment recommendations to maintenance director. ~~and assigns staff.~~
- b. Evaluates the need for, develops, and delivers staff training. Assures that all mandatory safety training is provided and completed in a timely manner.
- c. Directs and inspects the work of the custodial and utility staff.
- d. Fosters effective teaming and collaboration within the staff.
- e. Assures that staff possesses all required certification/licensing to legally, properly and safely repair/maintain district facilities and support systems.
- f. Creates effective communications with staff to assure that all staff is timely and effectively informed of department policies, issues, guidance, and operational requirements and expectations.
- g. Creates an environment in which staff can provide open and candid feedback and suggestions on custodial operations and issues. Work closely with staff to resolve conflict and collaboratively work together to seek solutions and resolutions.
- h. Conducts performance evaluations of staff located across all district sites and implements interventions when performance fails to meet expectations.
- i. Conducts employee investigations, analyzes findings, draws conclusions and makes intervention recommendations.

Policies & Procedures:

- a. Assists in developing and recommending policies and procedures to govern facility management. Works closely with other administrators to assist them in understanding and applying policies and procedures.



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Customer Service:

- a. Assists in creating a customer service culture that assures 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.

Emergency Response:

- a. Serves as a first responder in emergency situations. Helps implement emergency plans and procedures based on specific circumstances.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
2. Two years of college education in maintenance, construction, business, project management or related fields.
3. Minimum of three years of progressively responsible experience in facilities operations, maintenance, or custodial/housekeeping services which involved lead or management responsibilities and provided knowledge of related services and support systems.
4. Knowledge of safety standards, laws, codes, rules, policies and regulations relating to school facility maintenance and operation.
5. Strong understanding and history of successful customer service and ability to establish and maintain effective relations with patrons and staff.
6. Effective oral and written communications; strong analytical ability, and the ability to prepare efficient and effective reports.
7. Ability to work both independently and cooperatively.
8. Ability to use district technology to respond to e-mail, create work orders, use district programs (e.g., Word, Excel, etc.) and applicable web-based systems, specialized programs, and facility management technology.
9. Ability to organize work, set priorities, and meet deadlines.
10. Demonstrated supervisory ability.



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11. Possess a valid state driver's license and possess a safe driving record. Be willing and able to operate district vehicles and equipment.
12. Possess, or obtain within 90 days, a current first aid card and certification.

Part V: Desired Qualifications

1. Bachelor's degree in appropriate fields.
2. Multiple trades background.

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, talk, bend, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 60 pounds and greater weights using appropriate equipment.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Exposure to heat, cold, and high noise levels when visiting and assessing work sites or operating equipment out of doors. Work in and around high-risk environments including sharp instruments, power equipment, heated surfaces, and potentially dangerous floor conditions. May be required to wear safety equipment when at work sites.

The custodial and operations supervisor is an on-call employee 24 hours per day, seven days per week to respond to security alarms, emergent situations and inclement weather conditions.