Position Description:
Custodial Services Program Supervisor
Bureau of Facilities Management - Group # 1

This position reports to the Assistant Director of Facilities Management Group 1 in the Bureau of Facilities Management and is responsible for supervision of complex custodial operations within the State Capitol Building, Risser Justice Center and Administration buildings. The position is responsible for all custodial, operations and supervision of custodial staff and lead workers in the Capitol Building and oversight of contract custodial services operations in the Risser Justice Center and Administration buildings. This position plans all custodial assignments for routine daily, monthly, semi-annual and annual custodial work and custodial projects at the State Capitol Building, This work includes oversight of cleaning of a variety of high quality floor coverings such as oriental rugs, high quality wool carpeting, and marble flooring consisting of a variety of marble surfaces; wood finishes in office buildings and antique furniture with historical significance, as well as faux antique furnishings and; window dressings that are unique to the building.

65% A. General administrative responsibility for custodial activities in the Capitol Building, Risser Justice Center and Administration buildings.

A1. Interpret and implement division policy directives and maintain records and data records,

A2. Recommend changes to policy and procedure and update custodial operational procedures to insure reliable services.

A3. Maintain recycling program in accordance with department policy.

A4. Respond to tenant concerns and report on outcome to building director.

A5. Develop and maintain custodial cleaning plan, emphasizing special cleaning needs of antique furnishings, wall coverings, carpets" antique Persian rugs and unique marble floor surfaces.

A6. Report on operational effectiveness and maintain performance records of scheduled periodic cleaning and custodial services performed.

A7. Update and record outcome of work orders issued to custodial crew on computerized Maintenance management computer software and generate work orders for repairs as necessary to maintain building operational effectiveness,

A8. Maintain training records for assigned staff and develop annual performance goals and measures consistent with division strategy and goals and action plans.

A9. Select and purchase cleaning product and equipment inventory necessary to accomplish custodial mission.

A10. Develop procedures for proper equipment use, oversee and train employees in proper use of equipment.

A11. Coordinate custodial activity and after hours special event activity and operational preparations to ensure effective building cleaning and use for Capitol Building 7-day cycle.

A12. Interview, select and schedule LTE staff.

A13. Supervise, enforce discipline, and carry out department personnel policies for assigned custodial staff

A14. Monitor Capitol Building security precautions and act according to division policy and provide recommendations for adjustment when necessary.

25% B. Assist the Contract Custodial Manager in contract administration and monitoring contractors that provide custodial services.

B1. Monitor custodial vendor performance and review concerns with Custodial Contract Manager.

B2. Serve as a member of a team that evaluates Janitorial proposals, and recommend contractors for janitorial services.

B3. Serve as a member of the Quality Assurance inspection team by conducting monthly quality assurance inspections and report on outcome;

B4, Monitor security precautions for contract custodial services vendors and act according to division policy and provide recommendations for adjustment when necessary.

B5. Make periodic unannounced night inspections of buildings within the Division to check contract custodial operations.

B6. Maintain quality inspection records.

10% C. Assist Facilities Group 1 Director in Planning, Budgeting and Management of custodial program.

C1. Develop purchase requisitions for custodial equipment and supplies.

C2. Develop LTE staffing levels for annual budget development process.

C3. Develop custodial staffing standards to ensure sufficient staffing to meet building custodial mission and recommend staffing levels of LTE staff to meet special cleaning needs of Capitol Building.

C4. Review potential new equipment and recommend procurement of major equipment.

Custodial Services Program Supervisor
Knowledge, Skills, and Abilities:

- Demonstrated supervisory and training skills necessary to direct the work of others, effectively resolve performance concerns, and evaluate performance standards
- Ability to plan and assign cleaning work to staff
- Ability to direct custodial operations
- Knowledge of the methods, tools, supplies and equipment utilized in a comprehensive custodial operation
- Knowledge of occupational hazards and safety procedures related to use of cleaning tools, cleaning supplies, and all power equipment
- Ability to set-up, document, and implement required safety training for all custodial employees.
- Ability to develop appropriate work plans, anticipate seasonal conditions, set priorities, coordinate multiple tasks and assign work to effectively accomplish desired outcomes
- Working knowledge of Microsoft Office Suite
- Knowledge or ability to learn relevant software and/or computer languages in order to operate preventative maintenance, work order, time reporting and inventory control programs
- Knowledge of mathematical skills necessary to prepare cost estimates, maintain inventories and reconcile charge-back documents
- Interpersonal and communication skills