Position Description **Position Number: 026343**
Department of Administration/ Division of Facilities Management
DFM Custodial Program Management Officer
Facilities Management Officer

Under general supervision of the Bureau of Building Management (BBM) - Assistant Director, this position is responsible for contractual management oversight of the Division of Facilities Management (DFM) contractual custodial services program and is responsible for all custodial activities including supervision of custodial staff, lead workers and custodial supervisors in the State Capitol Building. This position provides direction and primary custodial contract support at 22 Department of Administration (DOA) managed facilities in the Madison area. This position is responsible for development, coordination and execution of DFM contracts including window washing, brass cleaning and others per assignment. Considerable independent judgment is also exercised in developing position related programs, policies and procedures.

35% A. MANAGE A STATEWIDE COMPREHENSIVE CONTRACT CUSTODIAL PROGRAM AND DEPARTMENT CUSTODIAL PROGRAM IN THE 22 DOA OWNED MADISON AREA BUILDINGS. ENSURE STATE BUILDINGS ARE MAINTAINED, PER CONTRACT, TO ENSURE A CLEAN, SANITARY AND SAFE WORK ENVIRONMENT, IN A COST EFFECTIVE MANNER.

A.1. Develop, implement and monitor cleaning policies, operating procedures and standards of quality and efficiencies for each Madison area state office building. Provide interpretation of the cleaning policies, operating procedures and standards to the onsite custodial supervisor, contract cleaner, building manager, building occupants or others as necessary.

A.2. Develop contractual custodial negotiations between the agency, landlords, contractors, tenants, co-tenants and other state agencies.

A.3. Prepare policy papers on facilities management issues related to the custodial program.

A.4. Research budget needs, then develop and present budget proposals to management.

A.5. Oversee and monitor the hours log for each DOA building to ensure the custodial contractor is providing the hours and types of employees required by contract. Submit deduction notices if necessary.

A.6. Work with and provide expertise to the DOA building supervisors, the contractor and buildings tenants to resolve cleaning issues. Follow up to ensure compliance to agreements and resolution of problems.

A.7. Conduct regular meetings with upper level custodial contractor management staff to enhance communications and promoted professional discourse.

20% B. INSPECT AND DIRECT SITES FOR ALL MADISON AREA STATE OFFICE BUILDINGS

B.1. Schedule and conduct monthly on-site inspections of all Madison area state office buildings to ensure established cleaning standards are maintained and contractual obligations are met.

B.2. Submit results from each formal monthly building inspection to management, noting areas deemed below cleaning standards, meeting cleaning standards or above standards. Note areas in need of improvement. Use monthly reports to develop an inspection history for each building.

B.3. Conduct unscheduled “drop in” on-site inspections of all Madison area state office buildings to ensure established cleaning standards are maintained and contractual obligations are met. Use these unscheduled “drop in” on-site inspections to become familiar with the custodial crew activities in each building.

B.4. Monitor site supplies and equipment to ensure contractual compliance. Ensure cleaning chemicals are properly stored and all custodial equipment is in good working order. Ensure MSDS sheets are kept up to date and displayed as required by the custodial contractor.

B.5. Inspect the work and hours of work per day porters per contract. Review the training and supervision of the day porters with the contractor.

B.6. Submit detailed bi-weekly reports of activities. Include inspection results, planning and scheduling of future activities, observations from unscheduled “drop in” on-site inspections, areas of concern and other items as appropriate. Develop and submit other reports as directed.

B.7. Develop a plan and a schedule, in conjunction with the custodial contractor, for performance of the semi-annual floor maintenance of all Madison area state office buildings. Maintain an updated spreadsheet of the floor maintenance schedule to keep track of progress and adherence to schedule.

B.8. 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.

B.9. Submit purchase orders and use P card to procure cleaning supplies, paper products and custodial equipment necessary for use in the State Capitol.

30% C. SUPERVISE ALL CUSTODIAL ACTIVITIES IN THE STATE CAPITOL BUILDING. IMPLEMENT EFFECTIVE CUSTODIAL POLICIES AND TRAINING STANDARDS TO PROTECT AND ENHANCE THE HISTORICAL NATURE OF THE APPEARANCE AND FINISHES IN THE WISCONSIN STATE CAPITOL

C.1. Recommend the hiring, transfer, suspension, promotion, evaluation, discipline and adjustment of grievances of subordinate employees. Hear first step grievances and recommend higher disciplinary action when necessary.

C.2. Direct all custodial assignments tor routine daily, monthly, semi-annual and annual custodial work and custodial projects.

C.3. Develop and maintain custodial cleaning plan, emphasizing special cleaning needs of antique furnishings, wall coverings, carpets, antique Persian rugs and unique marble floor surfaces.

C.4. Develop and implement custodial policies and practices that protect the historical nature of the Capitol Building.

C.5. Develop and implement an effective training program for state and contracted custodians emphasizing the maintenance and protection of the unique surfaces and finishes in the State Capitol. Maintain training records for assigned staff and develop annual performance goals and measures consistent with division strategy, goals and action plans.

C.6. Coordinate custodial activity, after-hours special event activity and operational preparations to ensure effective building cleaning and use for Capitol Building on a 24 X 7 cycle.

15% D. PROVIDE ADMINISTRATIVE AND TECHNICAL PROGRAM SUPPORT FOR CONTRACT DEVELOPMENT; PROVIDE SUBJECT MATTER EXPERTISE; WORK ON OTHER PROJECTS AND CONTRACTS AS REQUIRED FOR DIVISION OF FACILITIES MANAGEMENT AND BUREAU OF BUILDING MANAGEMENT.

D.1. Research, develop and formulate contract specifications and evaluation criteria. Establish contractual conditions, specifications, and a Request for Proposals.

D.2. Act as division representative with internal operating units and DOA departmental level programs. Prepare proposals, select evaluation committee, distribute pertinent documents and schedule evaluation.

D.3. Act as BBM contract compliance representative, as appropriate and as assigned, to various contracts and contracted work by the DFM/ BBM.

D.4. Monitor contracts to assure compliance with performance standards, state laws and regulations. Develop methods to evaluate contractor performance relative to the Division's goals and objectives. Resolve complaints regarding contractor's performance. Prepare documentation of noncompliance of contract specifications and recommend contract terminations if warranted.

D.5 Other work assigned may include tasks not specifically enumerated above which are of a similar kind and level.

Knowledge, Skills, and Abilities:

1. Supervisory and training skills necessary to direct the work of others, effectively resolve performance concerns, and evaluate performance standards
2. Knowledge of contracting and procurement laws, rules, policies and procedures including the principles of contract management, monitoring and performance measures for contract deliverables

3. Ability to plan and assign cleaning work to staff
4. Knowledge of occupational hazards and safety procedures related to use of cleaning tools, cleaning supplies, and all power equipment
5. Knowledge of occupational hazards and safety procedures related to use of cleaning tools, cleaning supplies, and all power equipment
6. Ability to set-up, document, and implement required safety training for all custodial employees.
7. Ability to develop appropriate work plans, anticipate seasonal conditions, set priorities, coordinate multiple tasks and assign work to effectively accomplish desired outcomes
8. Working knowledge of Microsoft Office Suite
9. 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
10. Mathematical skills necessary to prepare cost estimates, maintain inventories and reconcile charge-back documents
11. Interpersonal and communication skills
12. Ability to maintain a professional and service-oriented relationship with customers and co-workers

Special Requirements:

- Ability to lift 50 pounds, with or without accommodation
- Valid driver's license and the ability to meet DOA Fleet standards in order to drive state-owned vehicles for the performance of job duties, or ability to provide one's own transportation.