

CLASSIFICATION SPECIFICATION



CLASSIFICATION: Custodial Supervisor
ALLOCATION: Administrative Services
FLSA STATUS: Non-Exempt
UNION AFFILIATION: YCEA

ESTABLISHED: January 2012
REVISED:

JOB SUMMARY:

Under general supervision plan, organize and supervise custodial staff; order and stock cleaning supplies and equipment for all locations; inspect work progress and quality; and perform related work as assigned.

This is the supervisory level in the custodial series. This position requires knowledge of supervisory duties and responsibilities as well as specialized knowledge, skills and abilities involved in custodial services as the incumbent is a working level supervisor that performs the full range of custodial duties.

CLASS CHARACTERISTICS:

This position reports directly to the Facilities Manager. This class is distinguished from Facilities Manager in that the latter has overall management responsibility for buildings and grounds maintenance and custodial services.

EXAMPLES OF DUTIES:

Essential:

- Supervise, assign, plan, review, and evaluate the work of custodial staff; inspect work requests, determine priorities and staff hours and materials requirements; prioritize and assign work and ensure timely and appropriate completion.
- Communicate with representatives of County departments to define needs, communicate deadlines and determine how and when the requested work will be performed.
- Inspect and evaluate the physical condition of facilities to determine the type of work required; select the most suitable cleaning materials for different types of work.
- Implement County, departmental and divisional policies, procedures, and service standards in conjunction with management; evaluate workforce and resource needs of assigned staff; ensure adherence to proper work safety standards, quality standards, and proper procedures, determine when specialized services and major cleaning projects are needed, and correct errors or problems.
- Participate in the selection of staff including, conducting interviews and making recommendations to management; complete performance evaluations of subordinate staff; evaluate staffs' job performance and conformance to regulations; provide direction and encouragement through regular feedback sessions; provide guidance to support professional development; discuss job performance problems and works to resolve problems; recommend discipline and implement discipline procedures as needed/directed.
- Provide or coordinate staff training; train and instruct staff in job duties and County, departmental, divisional policies and safe work practices or arranges for training to be provided; ensure new staff are properly trained in safety and departmental policies and procedures; prepare worker accident reports; identify and resolve safety hazards for staff; maintain safety records.
- Assist in the development and implementation of unit goals, policies, procedures and work standards; assist with defining, designing, implementing, and evaluating staff training and development programs, customer service initiatives and performance measurement criteria.
- Respond to questions, concerns and complaints from County staff and/or the public; explain County policies and procedures; ensure work is performed in a non-disruptive manner in areas receiving public use.
- Establish criteria for contract custodial services, work with purchasing staff to acquire contracts, and monitor services for contract compliance.
- Independently perform the full-range of duties of the Building Maintenance Custodian.
- Maintain accurate and timely record of work performed.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Drive a vehicle to multiple County sites frequently.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Principles and processes of providing good customer service including, customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods and coordination of people and resources.
- Basic project management, development and review.
- Proper cleaning methods and the safe usage of cleaning materials, disinfectants, custodial tools and equipment.
- Use and minor maintenance of hand tools and equipment used in custodial work.
- Principles and practices of work safety.
- Pertinent federal, state, local laws, codes and regulations.
- Legally-mandated safety programs, including federal and state safety regulations, including Cal-OSHA.
- Proper removal / handling of bio-hazardous waste, universal waste, and e-waste..
- Basic shop mathematics.
- Basic record-keeping practices.
- Basic techniques for dealing with the public.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of staff.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Monitoring/assessing performance of yourself and other individuals to make improvements or take corrective action.
- Training others in work procedure and safety.
- Prioritizing incoming and ongoing custodial requests.
- Scheduling, organizing and coordinating workloads and staff to meet project deadlines.
- Recognizing unusual, inefficient, hazardous or problem activities and taking appropriate action.
- Locating conditions which require maintenance or special attention.
- Using initiative and independent judgment within established procedural guidelines.
- Performing custodial and basic building maintenance work in and around public facilities effectively.
- Safely using hand tools and power equipment related to the work.
- Understanding and following written and oral instructions.
- Operating a motor vehicle safely and effectively.
- Working without close supervision in standard work situations.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.

Ability to:

- Plan, organize and coordinate the custodial needs of County facilities.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Develop effective and safe work procedures.
- Communicate clearly and concisely, both verbally and in writing.
- Pay attention to detail and be thorough in completing work tasks.
- Establish and maintain effective working relationships with those encountered in the course of the work.
- Perform assigned duties in a safe and effective manner.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group V) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to grasp and manipulate small objects; and the ability to sit or walk for prolonged periods of time.
- Perform work which involves the frequent lifting, pushing and/or pulling of objectives weighing 50-75 pounds.
- Perform work such as washing windows using ladders and other equipment.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- May be required to work around loud noise.
- May be required to work around moving mechanical parts.
- Work is performed in a normal office environment with some exposure to outdoor temperatures, dirt or dust.
- Occasional exposure to fumes, airborne particles, risk of electrical shock, and toxic or caustic chemicals.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Work weekends, holidays, evenings or irregular work shifts.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Graduation from high school and three years of custodial or building maintenance experience, which includes some lead or supervisory experience or training.

PREFERRED: In addition to the minimum, some college coursework in business or a field related to the work, trade school courses in facilities maintenance, experience supervising a group of people, and additional years of experience in a public agency.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Administrative Services Approval:
Doug McCoy
Date:

EEOC: G
WC: 9420

Human Resources Approval: Iva Seaberg
Date:

Signature: _____

Signature: _____