

Career Service Authority

Director of Hospital Housekeeping and Security

Revised Date 09/16/95
Revised By Monika S. MacRossie
FLSA Code Exempt
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General Statement of Duties

Directs and manages the daily operations of the Environmental Services Division for the Department of Health and Hospitals, including Security Services.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Directs and supervises the work of custodial and clerical staff in the Environmental Services Department.
 - *Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.*
2. Develops and monitors work teams or units and assigns staff to efficiently and effectively accomplish the division's goals and objectives
 - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.*
3. Develops and implements productivity standards.
 - *Skill in directing and managing an environmental services department.*
 - *Skill in exercising initiative, judgment, and decision making in solving problems and meeting the objectives of the unit or project.*
4. Implements and updates new cleaning procedures for Environmental Services.
 - *Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvement.*
5. Determines specifications for chemicals used in cleaning processes.

- *Knowledge of cleaning chemicals and agents sufficient to be able to determine the proper amount and type of chemicals used.*
- 6. Develops and ensures the implementation of a quality control program.
 - *Knowledge of quality improvement standards sufficient to be able to develop and ensure adherence to requirements.*
- 7. Determines the priorities, goals, and objectives of the division or work functions assigned.
 - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.*
- 8. Develops and manages the budget for the division or work functions and allocates funds within the budget to accomplish objectives.
 - *Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish objectives.*
- 9. Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinates supervisors and/or staff.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.*
- 10. Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.
 - *Knowledge of employee development principles and practices sufficient to be able to ensure long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.*
- 11. Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.
 - *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
- 12. Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.
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Job Requirements

Level of Supervision

Supervises second level supervisors.

Guidance and Decision Making

Guidelines are generally in the form of stated objectives for the unit, function or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the unit or project. Employee is responsible for coordinating and supervising several tasks in which several phases may be in progress at once. Duties performed involve weighing and evaluating many factors requiring judgment, analytical ability, and problem solving. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications

Contacts of a non prescribed nature involving the negotiation and resolution of non routine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out the programs and policies of the organization.

Physical Demands

Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.

Vision Requirements

Near Acuity: ability to see clearly at 20 inches or less.

Mental Demands

Mathematical Reasoning
Memorization
Oral Comprehension
Written Comprehension

Minimum Education

Baccalaureate Degree in Business Administration, Public Administration, Political Science, Human Resource Management or a related field.

Minimum Experience

Three years of supervisory experience performing custodial services for a large institution.

Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements