



Office of Human Resources  
Custodial Services Supervisor - CJ1872

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### General Statement of Duties

Performs second level supervisory duties over Custodial Supervisors and staff members involved in custodial work for City facilities and public office buildings and directs operational policy development and performance criteria in conjunction with departmental plans and goals.

### Distinguishing Characteristics

This class performs second level supervisory duties. This class is distinguished from the Custodial Supervisor that performs supervisory duties over custodial workers in city facilities and public office buildings. The Custodial Services Supervisor class is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

### Essential Duties

Directs and supervises Custodial Supervisors and other employees involved in custodial work for City facilities and public office buildings and establishes unit and staff work goals and performance standards in conjunction with departmental goals and objectives.

Plans, assigns, and evaluates the work of supervisors and staff members, provides technical expertise to staff, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Develops and manages the budget for the work function(s) and allocates funds within the budget to accomplish objectives.

Monitors and evaluates custodial contracts to ensure compliance and acts as a liaison with contract representatives, other departments, and facility users.

Implements safety standards and develops procedures to ensure compliance.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

### **Level of Supervision Exercised**

Supervises two or more Custodial Supervisors and other support staff.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Two (2) years of experience supervising custodial activities.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### Working Environment

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.  
 Potential exposure to chemicals, gas and low-level radiation  
 Potential exposure to cold temperature, cold enough to cause bodily discomfort  
 Potential exposure to cold weather conditions (indoor/outdoor)  
 Potential exposure to conditions that affect the skin or respiratory system.  
 Potential exposure to dust  
 Potential exposure to extreme temperature changes  
 Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes  
 Potential exposure to hazardous conditions where there is a danger to life, body, and/or health  
 Potential exposure to hazardous/toxic chemicals  
 Potential exposure to hazards from electro/mechanical/power equipment.  
 Potential exposure to hazards of steam and heat  
 Potential exposure to heat temperatures, hot enough to cause bodily discomfort  
 Potential exposure to hot and humid work environment  
 Potential exposure to housekeeping/cleaning agents/chemicals.  
 Potential exposure to pesticides or fertilizers  
 Potential exposure to the risk of blood borne diseases.  
 Potential exposure to temperature changes: variations in temperature from hot to cold  
 Potential exposure to toxic chemicals.  
 Potential exposure to unpleasant elements (accidents, injuries, and illness).  
 Potential exposure to wet working conditions (snow removal)  
 Extreme cold conditions  
 Handles absentee replacement on short notice  
 Handles emergency or crisis situations  
 Noise sufficient to cause distraction or possible hearing loss  
 Occasional pressure due to multiple calls  
 Personal Safety: aware of surroundings, people, and events  
 Pressure due to multiple calls and inquiries  
 Subject to burns and cuts  
 Subject to electrical and radiant energy hazards  
 Subject to hazards of flammable or explosive gases  
 Subject to injury from moving parts of equipment or vehicles  
 Subject to many interruptions  
 Subject to precarious or high locations  
 Subject to pressure for multiple calls, inquiries, and interruptions  
 Subject to varying and unpredictable situations  
 Subject to traffic, roadways, and pedestrians  
 Subject to vibrations and strain on the body to cause bodily harm if endured daily  
 Temperature Changes: variations in temperatures from hot to cold when works in field  
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage  
 Works in confined, uncomfortable or awkward locations  
 Works in precarious or high locations.

### Level of Physical Demand

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Climbing/Balancing: Ascending walls, fences, and other obstacles and maintaining equilibrium.

Climbing: Ascending or descending an object or ladder.

Color vision: Ability to distinguish and identify different colors.

Crawling: Moving about in a low or crouched position.

Crouching: Positioning body downward and forward.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hazards: Conditions where there is danger to life, body and/or health.

Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 50 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Oral Comprehension: Ability to discern the meaning of oral speech.

Physical Strength: Exerts force to transport objects of 50 pounds or more.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing/Pulling: Transport and control traps and cages, animal foods, equipment.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Stamina: Ability to work over long periods of time without tiring.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-11**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 3/17/2024**

**Revised By: JH**

**Class History: 6/11/19 - Updated working environment verbiage; 1/1/2023 – Pay grade revised due to minimum wage increase; 3/17/24 – Revised pay grade as a result of CN1807.**