



CUSTODIAL SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of custodial staff; orders and stocks cleaning supplies and equipment for all locations; makes inspections of work in process and completed; assists with special projects; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises general direction and supervision over technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the custodial class series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of custodial operations for the County. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and reviews the work of custodial staff at all major County buildings and facilities; administers specialized projects and programs in the area of assignment.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsel's employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures, including the use of maintenance equipment and tools; maintains equipment, tools, and supplies in good working order.
- Establishes criteria for contract custodial services, works with purchasing staff to acquire contracts, and monitors such services for contract compliance.
- Plans, schedules, and assigns custodial work to ensure adequate coverage at all locations.
- Investigates complaints, works with County personnel to revise procedures and schedules to improve service.
- Coordinates the inventory and stocking of cleaning supplies, tools, waxes and cleaners.
- Operates County vehicles to pick up and deliver staff and supplies.
- May perform custodial work on a relief basis.
- May assist with cleaning of sand, ice, and snow from various entrances and walkways.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Proper mixing and dilution of cleansers, disinfectants, and stripping agents.

- Proper cleaning methods and the safe usage of cleaning materials, disinfectants, custodial tools, and equipment.
- Use and minor maintenance of hand and power tools, and equipment used in janitorial work.
- Safety practices and equipment related to the work.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Effectively provide staff leadership and work direction.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, estimate, coordinate, and schedule the work of custodial staff.
- Train staff in work procedures.
- Prepare and maintain a variety of basic written records and reports.
- Operate and maintain tools and equipment used in the field.
- Identify and implement effective courses of action to complete assigned work.
- Coordinate crew assignments with other divisions, departments, and outside agencies.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Three (3) years of experience in janitorial or custodial work at a level equivalent to the County's class of Sr. Custodian.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in both indoor and outdoor settings and operate cleaning equipment and tools; vision to read printed materials; and hearing and speech to communicate in person. Standing in and walking between work areas is frequently required. Finger dexterity is needed to operate tools and equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees predominately work indoors in an office or other County facility environments, and typically during non-standard hours with frequent exposure to dirt, dust, and hazardous substances; occasionally works outdoors in all weather conditions and temperatures with infrequent exposure to airborne hazardous substances.

WORKING CONDITIONS

Must be willing to work outdoors in all weather conditions and to work evening shifts, standby, and overtime as necessary.