



JOB SPECIFICATION

Code 18330

Grade GS 49

CUSTODIAL SERVICES SUPERVISOR

General Purpose

Under general supervision, plan, schedule and monitor custodial service contracts at various City facilities.

Typical Duties:

Assist in the vendor or contractor selection process and monitor custodial service contracts at various City facilities. Involves: Review and evaluate contractors' performance to determine compliance with contract specifications. Perform random inspection of facilities and identify areas needing improvement, address deficiencies with contractor and follow-up on results. Monitor contractors' compliance with applicable Joint Commission Accreditation for Hospitals (JCAH), EPA health and safety hazard regulations and inform and educate contractors in required disinfectant procedures. Take work orders and assign work to contractors or building maintenance personnel. Develop, revise and present bid specifications for approval and assist in reviewing bid responses, if required. Maintain files and records related to contract performance. Interact with public officials, vendors, contractors, other departments or the general public, to provide accurate information to inquiries, resolve problems and respond to complaints. Inform contractor of complaints and follow-up on status of corrective action.

Supervise and coordinate the daily work of assigned (non-contractual) custodial personnel. Involves: Assign, schedule and monitor work. Appraise employee performance. Train new employees. Interview applicants; effectively recommend hiring, discipline, termination, merit pay or other employee status changes subject to management approval. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Track attendance and approve/disapprove leave requests. Promote the observation of safe work practices at all times.

Perform related duties as required. Involves: Perform duties of subordinate personnel as necessary to ensure continuity of operations during absences. Maintain an adequate inventory of custodial supplies. Coordinate security clearance process with Police Department for contract personnel including contract security guards.



JOB SPECIFICATION
CUSTODIAL SERVICES SUPERVISOR

Code 18330
Grade GS 49

Knowledge, Skills, and Abilities

- Application of considerable knowledge of relevant federal, state and local laws and regulations related to building cleanliness.
- Application of considerable knowledge of the use and handling the tools and equipment of the trade, cleaning practices, and occupational health and safety standards.
- Application of some knowledge of supervisory techniques and effective customer service practices and procedures.
- Application of some knowledge of personal computers and software applications and record keeping.
- Interpret and analyze technical data and information for decision-making, contract monitoring and reporting purposes.
- Establish and maintain effective working relationships with officials, employees, other departments, regulatory agencies, vendors, contractors and the general public.
- Safely operate City vehicles, standard office equipment including personal computers and safely work in a variety of facilities, circumstances and situations.
- Express oneself clearly and concisely, orally and in writing.

Other Job Characteristics

- Occasional exposure to extreme weather conditions and infectious disease when inspecting work sites.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and four (4) years of commercial custodial experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.