

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SUPERVISOR, CUSTODIAL SERVICES

DEFINITION

Under general direction, plans, schedules, assigns, and inspects the work of staff responsible for performing the full range of custodial duties related to the care, routine maintenance, and cleaning of all District facilities; ensures that custodial work practices, equipment, and chemical use and storage comply with applicable safety standards; coordinates custodial support for meetings, special events, and classroom moves; assists in the planning of new District construction by recommending standard fixtures and appropriate custodial facilities in order to optimize custodial services for new facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a classified administrator. Exercises direct and general supervision over custodial staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in Custodial Services. Incumbent is responsible for planning, organizing, supervising, reviewing, and evaluating the work of custodial staff either directly or through lead workers. Performance of supervisory-level work requires the use of considerable independent judgment, initiative, and discretion within established guidelines. The incumbent also regularly performs custodial duties during peak workload periods or employee absences.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, organizes, assigns, supervises, and inspects the work of staff in the custodial activities for all District buildings and facilities; assists in selection and promotion; trains staff in work methods and procedures; provides policy guidance and interpretation to staff; determines staffing needs and recommends staffing levels for assigned activities and projects; sets performance standards and evaluates employees' performance; coaches employees toward improved performance as needed; recommends and implements disciplinary procedures.
2. Monitors work order requests received, assigns work orders to staff, and closes out orders once completed; coordinates custodial services both on and off District facilities, including moving of furniture and equipment and setting up for meetings and special events; receives complaints from students, faculty, and staff, and resolves them or refers them to appropriate unit, such as Maintenance or Information Technology.
3. Trains staff in safe work procedures and in the safe operation and use of equipment and supplies; coordinates with safety officer the removal from District facilities of hazardous or infectious material; maintains required Safety Data Sheets (SDS) according to regulations; ensures District adherence to applicable safety standards.
4. Makes regular or special inspections of custodial tools, equipment, and related items for cleanliness, safety, appearance, operating effectiveness, and needed repair or replacement.
5. Monitors inventory and maintains adequate levels of custodial supplies, equipment, and chemicals.
6. Administers custodial budget; purchases needed supplies, equipment, and services; develops specifications, identifies vendors, and obtains quotes on custodial equipment, supplies, and chemicals for District facilities.

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7. Learns and applies emerging technologies as necessary, to perform duties in an efficient, organized, and timely manner.
8. Provides custodial support in emergency situations as necessary.
9. Performs other 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 methods and procedures.
- Principles, practices, methods, equipment, tools, and materials of custodial work.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- District purchasing and supply ordering policies and procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Safe work practices pertaining to custodial services, including safe driving rules and practices and safe usage of cleaning materials, disinfectants, custodial tools, and equipment.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards for assigned program areas.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Understand, interpret, and explain department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform custodial duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Maintain accurate databases, records, and files.
- Make sound, independent decisions within established policy and procedural guidelines.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade **AND** five (5) years of increasingly responsible custodial or janitorial experience, including two (2) years of lead or supervisory experience, preferably for an organization with multiple locations.

LICENSES AND CERTIFICATIONS:

Possession of and ability to maintain a valid California Driver's License.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in various District facilities; strength and stamina to perform physical work of medium intensity and to operate related equipment; vision to read printed materials and a computer screen; night vision for working at night and occasional night driving; and hearing and speech to communicate in person and over the telephone or radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. The incumbent must regularly stand, walk, bend, stoop, kneel, and climb to perform work and inspect work at different sites. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

The incumbent works in a variety of facilities, including outdoors, and is occasionally exposed to loud noise levels, high or low temperatures, confined workspaces, chemicals, and hazardous physical substances and fumes. Incumbent may interact with upset staff, faculty, students, members of the public, or contractors in interpreting and enforcing departmental or District policies and procedures. Incumbent is sometimes required to work on weekends.

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Human Resources