AUBURN
Human Resources

Mgr, Custodial Services Operations

Job Description

JOB INFORMATION

Job Code	NC93
Job Description Title	Mgr, Custodial Services Operations
Pay Grade	FM16
Range Minimum	$60,590
33rd %	$74,730
Range Midpoint	$81,800
67th %	$88,870
Range Maximum	$103,000
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	4/5/2023

JOB FAMILY AND FUNCTION

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Environmental Services

JOB SUMMARY

The Manager of Custodial Services and Operations is responsible for the management of all custodial and floor care operations. Responsibilities include direct supervision of and leadership of the unit to which they report, including supervisors the management and schedule coordination of multiple contractors, and facilities inspections required to maintain facilities to the level of care required by the department.

RESPONSIBILITIES

- Provides leadership and management for the in house custodial staff to ensure effective and efficient completion of custodial work and floor care maintenance for the completion of inspections to ensure that an appropriate level of quality of custodial services are provided. Manages assigned staff and leads recruitment of positions including reviewing resumes, conducting interviews, and overseeing performance review evaluations. Assists in resolving employee relations issues.
- Engages with the custodial contractor to ensure that quality control standards are followed and to ensure that quality control issues are acknowledged and completed in a timely manner.
- Develops and maintains a quality control program to improve processes and ensures high standards of work. Tracks the status of work accomplishments, analyzes data, and prepares recommendations for improvement of performance and productivity.
- Meets with clients on a regular basis to understand facility needs ensuring support can be provided. Ensures quality and timely responses of assigned custodial activities.
- Coordinates, organizes, and conducts new reoccurring, and/or daily training related to safety practices and the proper operation of equipment. Leads employee development by building and managing all training and continuing education opportunities and requirements. Oversees training and credentialing requirements.
- Oversees the maintenance and inventory control of custodial equipment. Manages service records and repair schedules to ensure custodial activities remain safe and free from disruption.
- Develops and monitors an annual floor maintenance plan detailing tasks to be completed and providing status updates to stakeholders.
- Oversees work assignments to meet organization goals and client deadlines in support of University.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No Specific Discipline	and	4 years of	Experience in the management and supervision of support personnel and processes. Experience in building care and custodial services. Ability to formulate and maintain custodial and floor care. Ability to troubleshoot, maintain and repair custodial equipment.	Or
High School Diploma or GED		and	8 years of		

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of facilities management, custodial/floor maintenance best practices, and OSHA as it relates to providing custodial services.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
Ability to see information in print and/or electronically.