
Auburn University Job Description

Job Title: **Mgr, Custodial Svcs Operations**

Job Family: No Family

Job Code: **NC93**

Grade FM16 \$54,100-\$92,000

FLSA status: Exempt

Job Summary

Reporting to the Assistant Director, Campus Services, this position manages the custodial efforts that support Auburn University's administrative units by providing custodial and floor maintenance services. Leads a team of quality control inspectors that inspect the cleanliness of all buildings that fall within Auburn University's colleges and schools and administrative units. Manages a team of employees who serve as liaisons between the Facilities Division, Dean, faculty, staff, students, and various contractors providing services to the colleges and schools and other designated classroom buildings.

Essential Functions

1. Provides leadership and management for the in house custodial staff to ensure effective and efficient completion of custodial work and floor care maintenance: Quality Assurance Inspectors for the completion of inspections to ensure that an appropriate level of quality of custodial services are provided: Building Coordinators for effective communication between Facilities Management, Deans, Faculty, staff and students in the various Colleges and other designated classroom buildings. Manages assigned staff and leads recruitment of positions including reviewing resumes, conducting interviews, and overseeing performance review evaluations. Assists in resolving employee relations issues.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. Develops and monitors an annual floor maintenance plan detailing tasks to be completed and providing status updates to stakeholders.
8. Oversees work assignments to meet organization goals and client deadlines in support of University, Facilities Management, and Campus Services.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the

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responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Bachelor's Degree- No Specific Discipline
Experience (yrs.)	4	Experience in the management and supervision of support personnel and processes.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

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

Certification or Licensure Requirements

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, .

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 50 pounds.

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

Date: 4/5/2023
