
Auburn University Job Description

Job Title: **Asst Mgr, Cust Svcs**

Job Family: No Family

Job Code: **NC98**

Grade FM12 \$38,200 - \$57,300

FLSA status: Exempt

Job Summary

Assists in the management of the daily planning and delivery of custodial care and grounds upkeep for assigned facilities and venues.

Essential Functions

1. Assists in planning, organizing, and managing the activities of the custodial staff and contracted providers, ensuring appropriate standards of professional custodial care.
2. Manages and oversees work activities of in-house staff and contracted services (and providers), ensuring appropriate levels of care and service are delivered.
3. Communicates with customers and employees to keep them informed of work progress, answer questions, and respond to complaints.
4. Assists in developing, recommending, and implementing strategies to achieve service delivery at the most effective and efficient levels.
5. Advises and assists in scheduling custodial staff to assigned building, based on the level of care needed.
6. Performs special assignments such as providing information on operational issues, implementing procedural changes, and coordinating custodial staff for special events.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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 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	High School	High School Diploma or equivalent
Experience (yrs.)	3	Experience in building care and custodial services support

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of safe and proper use of chemicals and cleaning materials needed for custodial services.
Knowledge of 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.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires talking, hearing, handling objects with hands, .

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

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

Date: 3/20/2018
