

## JOB INFORMATION

|                         |                      |
|-------------------------|----------------------|
| Job Code                | NC98                 |
| Job Description Title   | Asst Mgr, Cust Svcs  |
| Pay Grade               | FM14                 |
| Range Minimum           | \$51,230             |
| 33rd %                  | \$61,480             |
| Range Midpoint          | \$66,600             |
| 67th %                  | \$71,730             |
| Range Maximum           | \$81,970             |
| Exemption Status        | Exempt               |
| Approved Date:          | 1/1/1900 12:00:00 AM |
| Legacy Date Last Edited | 3/20/2018            |

## JOB FAMILY AND FUNCTION

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

## JOB SUMMARY

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

## RESPONSIBILITIES

|   |
|---|
| <ul style="list-style-type: none"> <li>Assists in planning, organizing, and managing the activities of the custodial staff and contracted providers, ensuring appropriate standards of professional custodial care.</li> <li>Manages and oversees work activities of in-house staff and contracted services (and providers), ensuring appropriate levels of care and service are delivered.</li> <li>Communicates with customers and employees to keep them informed of work progress, answer questions, and respond to complaints.</li> <li>Assists in developing, recommending, and implementing strategies to achieve service delivery at the most effective and efficient levels.</li> <li>Advises and assists in scheduling custodial staff to assigned building, based on the level of care needed.</li> <li>Performs special assignments such as providing information on operational issues, implementing procedural changes, and coordinating custodial staff for special events.</li> </ul> |
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## SUPERVISORY RESPONSIBILITIES

|                            |   |
|----------------------------|---|
| 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. |
|----------------------------|---|

## 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 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  |  |
|-----------------|-----------------------------------|-----|---------------------|--|--|
| High School     | High School Diploma or equivalent | And | 3 years of          | Experience in building care and custodial services support |  |

Substitutions Allowed for Experience

Yes

*Substitution 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 KNOWLEDGE, SKILLS, & ABILITIES

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

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications                        | Licenses/Certification Details | Time Frame | Required/Desired |  |
|--|--------------------------------|------------|------------------|--|
| DL NUMBER - Driver License, Valid and in State |                                | Upon Hire  | 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            |            |            |

WORKING ENVIRONMENT

| Working Condition      | Never | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-------|--------|--------------|------------|------------|
| Temperature Change     |       |        | X            |            |            |
| Atmospheric Conditions |       |        | X            |            |            |
| Vibration              |       |        | X            |            |            |

**Vision Requirements:**

Ability to see information in print and/or electronically.