

CUSTODIAL SERVICES MANAGER (GSD)**NATURE OF WORK**

Under general direction, performs managerial and supervisory work in directing the custodial services section of the General Services Division. Plans, organizes, directs and evaluates the work of multiple units responsible for the general sanitation and cleaning of offices and other areas and the mopping, dusting, sweeping, polishing, stripping, waxing and buffing of floors in the State Capitol Building and Governor's Mansion. Coordinates with other General Services units to support special events such as weddings and other public activities held at the Capitol Complex. Maintains good customer relations with officials and office tenants receiving services provided. Oversees the development of policies and procedures for section operations. Assures proper staffing levels through effective work scheduling and employee selection; interviews for new hires and recommends applicants to senior management; oversees orientation and appropriate training for staff. Assures the timely ordering, distribution and use of cleaning supplies and equipment. Uses computer based systems for work scheduling and section activities reporting. Performs related personnel duties such as employee evaluation, discipline, training and advancement. Performs related work as required

EXAMPLES OF WORK

Plans, organizes, directs and evaluates the general cleaning and custodial services for the State Capitol Building, the Governor's Mansion and other facilities.

Develops and implements operating procedures and work standards, schedules and staffing levels for the section; develops and implements employee initial and in-service training.

Assures compliance with all related policies, procedures, safety practices and other division requirements.

Coordinates cleaning and room preparation activities with other General Services Division units, vendors, contractors and public/private groups using the Capitol Complex and Governor's Mansion.

Assures availability of required custodial and cleaning supplies and equipment; assists administrative staff in developing supply and equipment specifications; may participate in vendor evaluations.

Evaluates training needs and oversees the provision of appropriate training for staff including safety and environmental hazard training and for the proper handling and disposal of hazardous chemicals and materials.

Evaluates employee performance in accordance with established personnel procedures; responds to employee grievances; updates position descriptions as necessary.

Maintains liaison with public officials and office tenants; reviews customer complaints and initiates corrective actions; assures timely response to special event/activities and emergencies.

CUSTODIAL SERVICES MANAGER (GSD) (CONT'D)

KNOWLEDGE, SKILLS AND ABILITIES

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of methods and practices in general cleaning, custodial services and floor care appropriate for the State Capitol Building, Governor's Mansion and other facilities.

Knowledge of applicable federal and state regulations, policies and procedures related to custodial services including workplace safety and environmental hazards.

Knowledge of types of equipment and supplies for use in custodial services and general cleaning of the State Capitol Building and Governor's Mansion.

Ability to plan, organize and evaluate the work of multiple units of subordinate custodial services employees.

Ability to supervise employees from varying socio-economic backgrounds.

Ability to maintain effective customer relations with public officials, office tenants, vendors and the public using services provided by the section.

Ability to prepare and present reports on section activities and special projects.

Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS

TRAINING: High school graduation or equivalent

EXPERIENCE: Six years of full-time or equivalent part-time paid experience in large-scale custodial work, two years of which must have included supervisory or managerial responsibility.

Established: 09/15/05

Effective: 11/1/05