

CHIEF CUSTODIAN SUPERVISOR TASK LIST 2020

WORKFORCE MANAGEMENT

1. Oversees subordinate supervisors, including Head Custodian Supervisors and Custodian Supervisors, in the performance of office and administrative work, such as creating job assignments and reviewing and approving attendance records, work logs, inventory logs, and other narrative and spreadsheet reports in order to identify discrepancies, inspect work areas, and investigate complaints.
2. Orients new Custodian Supervisors to work groups by explaining job requirements, performance standards, record keeping requirements, and other special requirements for working in particular buildings and/or Departments in order to establish Department expectations and work standards.
3. Resolves issues that come from subordinate supervisors regarding factors that interfere with work, such as staffing issues, work assignments, deadlines, malfunctioning equipment, and problems with cleaning materials, in order to provide temporary or long-term solutions to problems, such as authorizing overtime, reassigning personnel, changing schedules, or borrowing equipment from another building or work group.
4. Monitors work performed by custodial staff through subordinate supervisors by observing cleanliness and the amount of supplies in restrooms, full trash cans, cleanliness of carpets and floors, lights which should be off left on, doors which should be locked or left unlocked, or burned out lightbulbs when visiting various Department facilities in order to ensure that quality of work is consistent with standards.
5. Investigates problem areas by going to a location and inspecting it for cleanliness, writing and submitting reports, noting indications of poor work, such as dirt in corners, streaks on walls or mirrors and condition of trash containers, in order to report conditions that require further attention, and pass on any concerns, suggestions, or ideas from employees.
6. Personally investigates serious and/or repeated complaints received, such as failure to clean Council offices properly, work habits that create safety hazards, or noise, in order to ensure that the problem is corrected and, if necessary, establish new procedures as soon as possible.
7. Holds regular meetings with senior staff in order to provide, transmit, and/or exchange information, discuss work assignments, and/or provide direction and guidance.

8. Keeps informed of new types of equipment and work techniques by reading professional journals, communicating with manufacturer's representatives or other knowledgeable individuals, or attending conferences, in order to make recommendations about new equipment purchases and recommend new techniques and training to subordinates.

SUPERVISION

9. Evaluates employee performance by taking factors, such as work quality, quantity, and interpersonal relations, into consideration, discussing these evaluations with staff, and maintaining records of work performed in order to improve productivity and meet City requirements for regular evaluation of employee performance.
10. Completes performance evaluations for subordinate supervisors and reads, reviews, and/or approves performance evaluations for other employees prepared by subordinate supervisors in order to comply with good personnel practices and City requirements for regular evaluation of employees.
11. Counsels employees regarding performance factors, such as quality and quantity of work, punctuality, attendance, and interpersonal relations, in order to provide feedback to employees on how to improve work performance.
12. Discusses personnel problems with subordinate supervisors, considers their recommendations, and makes reports on these matters to Department management when required in order to comply with good personnel practices and other requirements, such as City and Department policies and regulations and memoranda of understandings (MOUs).
13. Disciplines employees by following progressive disciplinary procedures including counseling, documenting steps taken, issuing a "Notice to Correct Deficiencies," and recommending to Department management that formal disciplinary procedures be initiated in order to maintain high standards for work and behavior of employees.
14. Receives grievances from the immediate supervisor of the grievant, meets with the grievant if the grievance cannot be resolved by the immediate supervisor, and reports on these matters to the Department management in order to comply with good personnel practices, memoranda of understandings (MOUs), and City and Department policies and regulations.
15. Interviews prospective employees for positions supervised by the Chief Custodian Supervisor, such as Head Custodian Supervisor, Custodian Supervisor, and Senior Custodian, in order to evaluate their qualifications, experience, and other requirements for work in City Departments.

16. Approves various employee time requests, including vacation, overtime, and/or sick leave, and recommends changes in work schedules as needed in order to ensure job assignments are completed in a timely manner.
17. Identifies training needs and requests or recommends special training for subordinate staff, such as training courses and classes given by the City in supervision and other subjects, in order to improve the quality of their work and further develop staff.

SCHEDULING/PLANNING

18. Plans schedules for providing custodial services, including preparation and special cleaning in advance of special events, such as celebrations, wellness fairs, public meetings, and other events, in order to be prepared for the event, clean up promptly, and restore the area as quickly and efficiently as possible.
19. Surveys new or current buildings and/or facilities to determine types of services required, such as cleaning drapes, carpets, upholstery, and/or windows, in order to determine the amount of staff required to perform the services and schedule services to avoid interference with other routine work assignments.

SAFETY

20. Trains employees on work methods, procedures, and safety requirements with subordinate supervisors to ensure equipment, such as auto scrubbers, buffers, ladders, backpack blowers, and cleaning agents, including green chemicals and disinfectants, are used safely, correctly, and appropriately in accordance with Department standards.
21. Reviews labels for new cleaning materials in order to instruct subordinate staff in the proper use of such materials and to ensure that storage and usage are in accordance with Safety Data Sheet (SDS) requirements.
22. Disseminates information to employees through tailgate meetings, distribution of written material, or posted notices from Department management, such as safety notices, policy changes, or changes in Department objectives, in order to provide employees with updated and relevant information.
23. Inspects or reports maintenance issues, such as repeated equipment failure, leaking pipes and faucets, and/or flooding (from toilets or due to rainfall) in order to ensure safety and prevent trips, slips, and falls by employees and constituents.

INVENTORY MANAGEMENT AND BUDGET PLANNING

24. Records inventory supplies, such as soaps, paper towels, toilet paper, trash bags, buckets, and mops, and equipment, including vacuums, buffers, and backpack blowers, in order to maintain inventory, verify invoices, and authorize payments for supplies and equipment ordered by subordinate supervisors.
25. Drafts budget estimates and makes recommendations based on records, such as work hours required for various jobs, costs of supplies, estimates of employee absence rates, and scheduled special events, in order to provide information to Department Management staff preparing the annual budget.