

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Custodial Services Supervisor II

Class Code: 80133

Pay Grade: GF

A. Purpose:

Supervises custodial supervisors I and custodial workers by scheduling, assigning and inspecting their work to provide sanitary levels of cleanliness and to enhance the appearance of a facility.

B. Distinguishing Feature:

The Custodial Services Supervisor II is responsible for supervising a group of custodial services supervisors I who in turn supervise custodial crew leaders and custodial workers. The incumbent is responsible for all custodial services at smaller facility or at a large facility is assigned a portion of the buildings.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Supervises personnel by assigning and inspecting work to provide sanitary levels of cleanliness and enhance the appearance of the facility.
 - a. Assigns personnel and inspects work.
 - b. Interviews, hires, trains, disciplines and conducts performance appraisals on employees.
 - c. Counsels and assists custodial services supervisors I in effective methods of supervision and ways to schedule, assign and monitor work.
 - d. Determines the need for and develops in-service training programs for custodial staff.
2. Orders custodial supplies, materials and equipment to ensure an adequate inventory for subordinates to perform cleaning duties.
3. Monitors the budget for custodial services supplies and equipment to ensure compliance with budgeted amounts.
 - a. Compiles materials, supplies and equipment reports to use in compiling the custodial services budget.
 - b. Monitors the collection of funds from coin-operated clothes washers and dryers.
4. Schedules special cleaning projects.
5. Performs other work as assigned.

D. Reporting Relationships:

The Custodial Services Supervisor II is responsible for supervising a group of custodial services supervisors I who direct the work of the custodial workers.

E. Challenges and Problems:

Challenges for the Custodial Services Supervisor II are supervising and motivating a staff who all have different approaches to the job; scheduling subordinates to meet constantly changing custodial needs; encouraging subordinates to work as a team; developing work schedules that

efficiently use manpower and display fairness to all subordinates; and providing ongoing training in the areas of supervision, time management and custodial techniques. Problems facing the incumbent are deciding which employee is best suited for a particular job; dealing with absentee problems; resolving conflicts between subordinates; and resolving complaints from the staff, students, or residents using the facility.

F. Decision-making Authority:

Decisions made by the incumbent are determining the number of staff needed to accomplish a job within the specified time frame; assigning staff to holiday and weekend work; when to schedule training sessions and who should attend; testing new products; who to hire for an open position; when to conduct inspections; disciplining subordinates if their work does not meet standards; and determining cleaning priorities.

Decisions referred to a higher authority are the termination of an employee for disciplinary reasons; what equipment will be replaced in the future; if carpeting should be replaced; and when to advertise a vacant position.

G. Contact with Others:

The Custodial Services Supervisor II has daily contact with subordinates to discuss the inspection of a building, observes their work and provides assistance as requested. The incumbent has regular contact with his superior to resolve any complaints made or to receive instructions on any special assignments. There is also regular contact with staff, residents, or students encountered in the performance of the custodial services duties.

H. Working Conditions:

As a supervisor the incumbent is exposed to the same hazards as the subordinates but not as often. Those hazards include slippery floors, using tall ladders, heavy lifting and moving and exposure to chemicals used to clean and disinfect. Incumbents employed at an institution work around residents who may be hostile and violent.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- techniques of custodial work;
- proper use of cleaning equipment and supplies; and
- effective methods of supervision.

Ability to:

- establish and maintain effective supervisory relationships;
- plan and schedule work;
- operate and repair cleaning equipment; and
- keep records.