



CUSTODIAL SERVICES MANAGER

Position Summary

The Custodial Services Manager is responsible for the daily operations and planning for Custodial Services; coordinating, directing, supervising and evaluating a district-wide custodial program and related activities.

Supervisory Relationship

This position reports to the Facilities and Maintenance Manager (FM). Provides leadership and direction to Custodial Supervisor(s) and ultimately all custodial staff, including other district staff as assigned.

Essential Functions

1. Plans, directs and supervises activities and operations of Custodial Services. Manages and oversees assigned areas for the purpose of ensuring all buildings and sites are appropriately clean for purposes of aesthetics and health and safety, in accordance with accepted industry standards and district; practices, protocols and standards.
2. Provides direction to custodial staff, vendors and contracts, ensuring delivery of a full range of custodial services and supportive work functions. This requires routine on site evaluation of quality, quantity and outcome of work and tasks assigned to staff and contractors.
3. Provides shared oversight of school based custodial staff with principles, including school requested custodial projects, hiring, disciplinary investigations and performance evaluations.
4. Manages Custodial Services budget for personnel, supplies and equipment. This includes developing budgets, forecasting and monitoring.
5. Manages Custodial Services staffing. Develop and maintain complex staffing plans for all Custodial Services staff.
6. This position is responsible for coverage of staff or position absences, at all hours of the day, night and weekends. This requires constant attention to communications received from staff and the planning and dispatch of other staff in order to maintain the appropriate levels of service. Oftentimes, this requires the incumbent to dispatch custodians from 4:30am through 11:30pm.
7. Manages the entire staffing process from job description creation and modifications, screening applicants, interviews, reference checking, hire recommendations, new hire onboarding and training, coaching, evaluation, investigations and discipline process up to and including recommending termination.
8. Manages the entire process of solicitations, from conception to final contract completion for all vendors, professional services and contractors required for Custodial Services. This includes trialing of supplies and vendors to ensure they provide the level of service required without other significant implications in regards to Personal Protective Equipment (PPE), Integrated Pest Management (IPM), Indoor Air Quality (IAQ) and

other visual concerns. A significant portion of duties is research and evaluation of annual supply vendor purchasing agreements and negotiated pricing.

9. Manages the custodial equipment fleet, including all inventories from hand tools to carpet extraction vehicles. This position requires constant attention to new equipment on the market that may increase operational efficiencies. This position performs complex trials and analysis of equipment, and after careful consideration, makes recommendations on equipment purchases to replace/reduce/upgrade and or increase fleet. Responsible for ensuring all fleet is inventoried, maintained, and fully operational. Ensures all employees are trained on all tools and equipment to ensure efficient and safe operation.
10. Acts as Key staff member in cases of suspected, presumed or confirmed infectious disease outbreak. Includes making recommendations on supplies and implementing cleaning protocol that protects both the staff performing the cleaning and those occupying the space thereafter. Maintains standard response protocol for known and newly identified infectious diseases. Coordinates recommendations with a wide range of staff. In times of pandemics, often communicates regularly with and directly to senior District leadership.
11. Regularly responds to questions originating outside of Custodial Services. These often are from, but not limited to; public, other public entities, compliance/regulatory entities, school principals, instructional staff, administration, directors, executive members, superintendent and as requested for the school board. Exercises sound professional judgment in all communications. Prepares written materials to document and communicate activities as required. This position requires careful communications of complex topics that often require adaptation to appropriately communicate to the intended audience.
12. Manage the preventative and restoration cleaning during major school session breaks. This generally includes coordination of all staffing and activities across all buildings. Oftentimes requires complex scheduling and coordination due to building use in the form of rentals, school and district programs, construction and general maintenance activities.
13. Manages other non-routine tasks that include, but are not limited to recommendations and/or cleaning after; vandalism, construction and disaster response.
14. Works independently to complete tasks with minimal direction and exercises discretion appropriately for the best interests of the district.
15. This position is a key portion of the Regional Facilities Department Emergency Response program, requiring after-hours coverage. Promptly responds and calls other staff to make the scene safe before departing.
16. Performs all other duties as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge, skill and ability to adapt and promptly respond to scenarios ranging from routine operations to disease outbreak, disasters or emergency response.
2. Ability to maintain a positive demeanor in the face of controversial situations.
3. Knowledge, skill and ability in all facets of custodial services, from planning, equipment, operations, training, procedures, record keeping, routine/preventative and restoration cleaning.
4. Knowledge, skill and ability in supply chain logistics and contracting to accomplish supply and completion of the work required supporting the needs of Custodial Services.
5. Knowledge, skill and ability in development, review and management of budget.

6. Knowledge, skill and ability in development, review and maintenance of staffing plans.
7. Knowledge, skill and ability in supervising, training and coaching of staff. Responsible for all legally required training records. Responsible for the prompt investigations of performance concerns and on-the job injury, from near misses through incident root cause analysis. Responsible for managing the injured worker throughout any restricted duty assignments.
8. Knowledge, skill and ability to manage multiple competing priorities.
9. Knowledge, skill and ability in tracking, interpreting and analyzing large quantities of data.
10. Knowledge of fumes or airborne particles and toxic chemicals.
11. Ability to research and adhere to District financial procedures, public contracting code, model public contract rules, procurement procedures and ability to implement findings in performance of work.
12. Knowledge of health and safety with the ability to develop plans, protocols and procedures. This position requires the ability to review the hierarchy of controls to injury reduction. This position requires the skills in training to highlight important and relevant standards to emphasize why these protocols are in place to help reduce injury rates.
13. Knowledge, skill and ability in the use of computer systems including word processing, email, scheduling, purchasing and financial systems, spreadsheets and other software programs.
14. Knowledge, skill and ability in working collaboratively with a variety of people at various levels and diverse backgrounds.

Minimum Qualifications

- Minimum five (5) years of supervisory experience in custodial or maintenance related work. Experience must include staff performance in identifying and correcting work performance in compliance with policies and procedures.
- Minimum of ten (10) years of custodial experience including at least five (5) years as Supervisor, Foreman or Lead experience.
- Valid Oregon Driver's License
- Bilingual proficiency and/or multicultural experience strongly preferred.

(Note: Applicants may be considered who have comparable, but not identical, professional experience in public school custodial and/or maintenance or closely related field. To be considered, candidates must be able to demonstrate how their experience is equivalent to the stated minimum qualifications)

Work Environment

Requires prolonged sitting and/or standing, physical exertion to manually move, lift, carry, pull, or push heavy equipment, tools, objects or materials; stooping, kneeling, crawling, bending, turning, reaching, climbing, and balancing. Work indoors and outdoors year round in sometimes-noisy environments and around dust, fumes, chemicals and odors. May include work at elevations requiring fall protection equipment.

This manager is on call 24 hours a day, seven days a week including weekends and off-duty hours. Assigning substitute employees, fielding calls and answering questions or problem solving, generally, but not limited to, 4:30 am through 11:30 pm, during the custodial workweek. Part of the Facilities Department Regional Emergency Assignment with authority to assign maintenance and custodial personnel to meet emergency needs or secure contractors as required to satisfy emergency issues.

(Note: The statements contained herein reflect the general details as necessary to describe the essential functions of this position, the level of knowledge, skills, and abilities typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload. Generally, this position requires working beyond 40 hours a week to be successful.)

ADDITIONAL INFORMATION	
Employee Unit	4J MAPS Association
Pay Grade	Grade 9 - 12 Month
Approved by	Karen Hardin, Director of Human Resources
Last revised	May 27, 2021