

**DESCRIPTION:** Under limited supervision; performs supervisory duties in the custodial, housekeeping, laundry, sewing, and stockroom areas; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fourth full performance and second supervisory classification level of the Custodial/Housekeeping class series with primary responsibility for a custodial/housekeeping program at a state facility. Positions at this level focus on both the management of the day-to-day activities and long-term operations. Positions are assigned supervisory duties similar to the Custodial Supervisor class, and are assigned administrative responsibilities including development and administration of work policies and procedures, program quality improvement plans, service contracts and contacts with vendors, and operational budgets. Positions have authority to plan, organize, and coordinate the operations directed with other agency/facility units or service vendors regarding special housekeeping projects or new services/products.

Positions have administrative responsibilities, significant interactions with facility management teams, and a long-term planning focus. Positions may be assigned work and require possession of knowledge, skills, abilities, and other attributes expected of lower level classes of the series; but the paramount and preponderant work at this level are the supervisory and administrative responsibilities.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Formulates plans for improving the housekeeping program functions.

Assigns and supervises work activities and monitors work schedules of assigned custodial/housekeeping and other employees to achieve work objectives and priorities and complete assignments and to balance workloads and leave schedules.

Trains, guides, and counsels assigned custodial/housekeeping and facility or program employees in work and safety practices and in the use and repair of service equipment to develop employee performance capacities and ensure consistent application of policies, procedures, and standards; develops and directs training programs for assigned employees.

Develops and applies employee selection and performance management criteria and procedures to evaluate applicant capabilities and employee performance, to recommend personnel actions, and to record/document assessments made; may make final selection of new employees in assigned housekeeping operations.

Confers with assigned custodial/housekeeping and facility or program employees to exchange information on work problems and to identify and explain solutions, work procedures, and policies.

Develops and implements standards, work methods and schedules for both regular and special duties in laundry, sewing, stockroom, and custodial areas.

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Demonstrates new equipment and methods to custodial/housekeeping and senior facility or administrative management employees.

Reviews requests and administrative forms and approves them to requisition supplies or equipment.

Advises and recommends redecoration and repair to senior facility or administrative management employees.

Oversees implementation of insect and rodent control measures.

Coordinates work unit operations with other agency/program units or sections.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the purpose of custodial/housekeeping operations and their relationship to other agency/facility units; federal, State, and other laws, codes, and regulations pertinent to operations assigned; the methods, equipment, chemicals and other material used in custodial/housekeeping services; principles and practices of supervision of employees and management of work functions.

Ability to: organize, schedule, guide, and evaluate work activities of assigned supervisors and other employees; coordinate custodial/housekeeping operations with other agency/facility operations; identify and implement courses of action to improve custodial/housekeeping operations; develop and implement employee performance and work standards; determine equipment and supply needs.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in housekeeping or custodial work, and two years of experience in supervising assigned workers.

OR

Coursework/training in supervision, management or organization of custodial/housekeeping activities and processes and two years experience in custodial/housekeeping work.

**SPECIAL NOTES:**

Work schedules may involve ten-hour or other extended workdays, or work during evenings and weekends.

Some positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation, in order to perform work-related travel.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).