

CITY OF KENT
POSITION DESCRIPTION

Position Inventory Number: PK0750

Classification Specification: FACILITIES SERVICES SUPERVISOR

Salary Range: AF30

Position Description: Facilities Services Supervisor

Incumbent: Sheldon Page

Location: Parks Department - Facilities Division

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GENERAL PURPOSE:

Under the direction of the Superintendent of Facilities Management, supervise the custodial staff by planning, scheduling, organizing, coordinating, and assigning work to ensure the appropriate cleaning and care of assigned City buildings and facilities.

Work is characterized by supervisory, administrative, and custodial maintenance duties and responsibilities. Supervisory responsibilities include interviewing, recommendations for hiring, training, and evaluating custodial staff. Incumbent is also responsible for developing cleaning standards and ensuring that those standards are met; monitoring custodial budget; supervising the day-to-day operations of the custodial crew(s); administering custodial contracts related to custodial work; maintaining records and preparing reports; and may also provide hands-on custodial work as needed.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor works together to develop the deadlines, projects, and work to be completed. Incumbent plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed for feasibility, compatibility with other work, and effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervise, interview, train and evaluate custodial staff; recommend promotions, reassignments, discipline, and terminations as appropriate.

Carry out supervisory responsibilities in accordance with the City's policies and

procedures and applicable laws; responsible for planning, assigning and directing work and appraising performance of custodial staff; addressing complaints and resolving problems appropriately.

Schedule day to day operations; plan short and long range custodial projects; provide technical guidance and training; inspect work sites for safety issues and proper practices.

Analyze and plan custodial functions such as carpet extraction, refinishing of gym and wood floors, stripping and waxing of floors, etc.

Evaluate, coordinate and administer custodial contracts awarded to independent contractors. Ensure contracts are implemented in accordance with contractual terms.

Communicate with departments and coordinate custodial needs, procedures, schedules, and projects including facility set-up and cleaning; coordinate custodial activities and projects with other maintenance personnel.

Receive, investigate, and resolve complaints and comments from City personnel and the general public; follow up on issues raised as needed; research and resolve questions, concerns, and related issues.

Assure security of assigned buildings according to established procedures.

Communicate with vendors to research, test, and evaluate products, equipment, and techniques; order, maintain and control inventory of custodial materials and equipment for all assigned buildings.

Operate, order and demonstrate a variety of equipment such as buffers, carpet extractors, wet/dry vacuum, floor sanders, etc.

Assure compliance with established safety procedure requirements such as OSHA, WSHA, and MSDS; interpret and explain procedures, rules, and regulations as appropriate.

Participate in and support all related tasks as performed by custodial staff.

Provide input for Custodial Maintenance budget preparation.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Appropriate cleaning and care of assigned City building and facilities
- Modern cleaning methods including proper methods, equipment and materials used in custodial work and the cleaning and preservation of floors, carpets, furniture, walls and fixtures
- Standard methods, tools and equipment used in custodial maintenance and minor repair of such equipment
- Preparation of mixture and appropriate use of cleaning compounds
- Applicable health and safety regulations
- Principles and practices of supervision and training
- Interpersonal skills using tact, patience and courtesy
- Oral and written communications skills
- Correct usage of English grammar, spelling, punctuation, and vocabulary
- Record-keeping techniques
- Municipal government policies, procedures, structure, applicable local, state and federal laws, codes, regulations and ordinances
- Principles and practices of governmental budgeting, accounting and purchasing procedures
- Modern office practices, procedures and equipment including personal computers and related software such as Microsoft Office 97 Suite

SKILLED IN:

- Using interpersonal skills effectively in a tactful, patient and courteous manner
- Communicating effectively both orally and in writing
- Operating and demonstrating appropriate use of custodial equipment and tools
- Training and supervising assigned staff
- Planning, organizing and establishing work priorities
- Inspecting assigned work assuring for cleanliness and sanitation
- Safe and appropriate use and preparation of cleaning compounds

ABILITY TO:

- Plan and organize work to meet schedules and time lines
- Appropriately prepare and use cleaning compounds
- Read, interpret, apply and explain codes, rules, regulations, policies and procedures
- Train, supervise, schedule, assign and evaluate assigned personnel
- Develop and implement work methods and procedures
- Establish and maintain cooperative and effective working relationships with others
- Maintain records and accurately prepare reports
- Assure compliance with established safety rules and regulations
- Perform heavy manual labor involved in custodial work and meet the physical demands described below
- Make minor repairs to custodial equipment

- Observe legal and defensive driving practices
- Understand and follow oral and written directions
- Read, comprehend, apply and explain instructions, business correspondence, memos, rules, regulations, policies and procedures
- Effectively present information in one-on-one situations to supervisor and/or other employees of the organization and to respond to inquiries from the public
- Add, subtract, multiply, and divide using whole numbers, common fractions, and decimals

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: Associate's degree, or equivalent, in business, facilities management or related field; and

Experience: Four (4) years of increasingly responsible experience in custodial services, facilities services and maintenance, operations support, or related field including at least one (1) year of lead and/or supervisory experience.

Or: In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State Driver's License;
- Must successfully pass the City's pre-employment driver's records check; successfully complete the City's Defensive Driving Course; and maintain an excellent driving record; and
- Valid First Aid Card.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computers, telephones, cellular phones, pagers, fax and copy machines, and calculators. Standard and specialized hand and power machines, tools and equipment used in custodial work including, but not limited to, wet/dry vacuums, vacuum cleaners, floor scrubbers, floor waxers, carpet extractors, and buffers.

Other safety equipment and/or materials used include safety glasses or goggles, ear plugs or muffs, rubber or plastic gloves, dust masks, eye-shields, cleaning solutions, etc.

May also be required to operate a City vehicle.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and climb or balance. The employee is occasionally required to sit for extended periods of time; stoop, kneel, crouch, or crawl; taste or smell; and type on keyboard for extended periods of time. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in an indoor and outdoor environment. While performing the duties of this job, the employee is frequently exposed to fumes, airborne particles, toxic or caustic chemicals. The employee is occasionally exposed to vibration and outside weather conditions; occasionally works in high, precarious places and occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate to loud.

SIGNATURES:

Incumbent's Signature Date

Supervisor's Signature Date

Approval:

Department Director/Designee Date

Human Resources Director/Designee

** Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.