

Head Custodian Supervisor (3178) Task List

Planning and Facility Inspection

1. Plans and schedules custodial work at City facilities, including buildings, grounds, and parking lots, and delegates work responsibilities to subordinate supervisors in order to ensure that all facilities are kept in a clean and sanitary condition.
2. Regularly inspects City facilities, including buildings and grounds, for cleanliness, proper use of materials and supplies, and condition of equipment, and prepares periodic written reports on the results of these inspections in order to ensure that City facilities are properly maintained.
3. Surveys new buildings and facilities requiring custodial service in order to determine custodial service needs and to assign the appropriate personnel for work assignments.
4. Reviews and approves custodial supply requests submitted by subordinate supervisors for materials, such as cleaners, brooms, and mops, in order to ensure that inventory levels are appropriate and supplies are available to staff when needed.

Supervision

5. Reviews and approves employee timesheets, including employee requests for time off, sick leave, and necessary changes in work schedules, in order to ensure appropriate levels of staffing and timely completion of work.
6. Conducts periodic staff meetings with subordinates to promote better work efficiency, increase morale, and provide information regarding new work methods and standards.
7. Identifies the training needs of custodians and works with subordinate supervisors to plan, schedule, and conduct formal training programs in order to ensure that custodial work assignments are completed safely, efficiently, and in accordance with Department standards.
8. Interviews and evaluates job candidates for positions, such as Custodian and Senior Custodian, in order to make hiring recommendations and decisions for the Department.
9. Responds to grievances submitted by subordinate staff by investigating the complaint, meeting with staff, and referencing appropriate Memorandum of Understandings (MOUs) in order to recommend a resolution to the grievance.
10. Discusses and counsels subordinate staff on work performance in order to provide recognition for good work or address any performance issues demonstrated by staff.

11. Reviews work performance evaluations of probationary employees submitted by subordinate supervisors in order to make recommendations related to subordinate custodial staff retention or probationary termination.
12. Disciplines employees by following progressive disciplinary procedures, including by counseling and issuing Notices to Correct Deficiencies (NCD), in order to maintain high standards of work performance.
13. Applies the principles of Equal Employment Opportunity (EEO), such as by promoting a positive work environment, training subordinate staff on proper behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation, and providing information on promotional opportunities, in order to ensure compliance with City and Department policies.

Safety

14. Trains subordinate staff on safety procedures and equipment related to custodial work, such as safe chemical handling, personal protective equipment (PPE), and safety signage and barriers, in order to ensure that staff is performing their work assignments in a safe manner.
15. Inspects or reports hazardous maintenance issues, such as repeated equipment failure, leaking pipes, and flooding toilets, in order to determine or advise subordinate supervisors on the best course of action to eliminate the hazard.

Written Communication

16. Prepares written recommendations on the purchase of new custodial materials, supplies, machines, and equipment in order to ensure the Department procures the most appropriate materials.
17. Prepares written reports on accidents that occur involving employees, the public, and City equipment in order to provide a detailed description of injuries and damage to equipment and to comply with Department and City policies.

Other related duties

18. Conducts tests of custodial materials, supplies, and equipment, including cleaners, vacuums, and buffers, in order to identify and procure the most appropriate custodial products for the Department.
19. Tracks staff assignments and work orders using database systems, such as MAXIMO and Microsoft Excel, by documenting and reviewing assignments in order to ensure that staff is appropriately assigned and work assignments are completed by their deadlines.
20. Investigates complaints regarding cleaning services and meets with complainants in order to discuss the issue and resolve the matter.