



# City of Tempe

## CUSTODIAL SUPERVISOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	163	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$21.260096
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$28.701442
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Custodial Supervisor
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Service Maintenance

## DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from the Facility Maintenance Manager or from other management staff.
Exercises direct supervision over assigned custodial staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two years of leading a crew in the completion of day to day work preferably in custodial or related field. One year of supervisory experience preferred.
<i>Education:</i>	Equivalent to high school diploma or GED equivalency. Associates Degree preferred.
<i>License / Certification:</i>	Must possess and maintain a valid driver’s license.
<i>Additional:</i>	Must submit to a background and polygraph examination.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City’s stated mission and values. To plan, organize, supervise and inspect the City's custodial operations; and to perform a variety of technical duties relative to the assigned area of responsibility.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing custodial services; implement policies and procedures.
- Select, train, motivate, track, assign and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies.
- Plan, prioritize, assign, supervise, monitor and review the work of assigned custodial staff and ensure work is completed in a timely and appropriate manner; review and distribute requests for services from other departments and divisions.
- Participate in the selection of staff; provide or coordinate staff training in the proper use of cleaning chemicals, equipment and related supplies and materials; keep time and attendance records on assigned staff and participate in preparation of weekly payroll as required.
- Report industrial accidents and complete appropriate paperwork.
- Support and promote safety in the workplace. Comply with safety and procedures standards, maintain cleaning product safety data sheets, job hazard assessments and standard operating procedures.
- Improve customer service by processing work orders or giving status updates so customers know when the work order will be completed.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality seamless customer service.
- Participate in the evaluation of and/or the acceptance of new cleaning products and equipment.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor and control expenditures.
- Monitor contract work and contractors.
- Coordinate and direct a full range of custodial duties or vendor services in support of building operations; assist staff with the full range of regular custodial duties if required by work load or scheduling issues.
- Work special events as required.
- Maintain time, material and equipment use records; test and evaluate custodial supplies and equipment; instruct employees in use and care of new equipment; requisition supplies and materials; distribute supplies and equipment to staff; and instructs crew in proper cleaning methods and demonstrates the proper use of equipment.
- May conduct the following tasks as needed: time and attendance records; reassign job duties; complete work orders; order and stock supplies.
- Operate a variety of office equipment including a computer and work with various computer programs such as Outlook Calendar, Excel and a computerized work order system.
- Provide pro-active performance planning utilizing performance management tools.

- Prepare written documentation to include performance documents, e-mails, and memos.
- Acts as a liaison with internal and external customers.
- Work shifts that include evenings and weekends.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift heavy objects (up to 50 lbs.);
- Move heavy objects with a forklift, dolly, etc. (up to 1000 lbs. pallets);
- Operate city vehicles;
- Use tools (i.e. vacuums, buffers, brooms, etc.);
- Climb stairways, ladders and work on elevated structures;
- Operate computers, calculators and other office machines;
- Extensive reading and close vision work;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to blood and airborne pathogens; bodily fluids etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.;
- May work alone for extended periods of time;
- May require working extended hours.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective November 1988*

*Revised August 1991*

*Revised March 2003*

*Revised March 2006*

*Revised May 2007 (to mirror new custodian team leader classification)*

*Revised June 2015 (job duties and minimum qualifications)*