

## Job Description

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<b>Job Title:</b>	Supervisor, Custodial
<b>Department:</b>	Plant Operations
<b>Reports To:</b>	Shift Manager, Custodial or Associate Director, Environmental Services
<b>Jobs Reporting:</b>	Custodian I Group Leaders, Custodian I, Custodian II
<b>Salary Grade:</b>	USG 8 – 37.5 hours/week
<b>Effective Date:</b>	January 1, 2017

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### **Primary Purpose**

The Supervisor, Custodial is responsible for the prudent, effective planning, management and delivery of nighttime (or daytime) custodial services within assigned facilities, contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

### **Key Accountabilities**

#### **Strategic Planning**

Assists with and supports strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.

#### **Operations planning and management**

Plans for, manages and delivers custodial services, including sustainable waste and recycling, within assigned facilities, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.

- Directs the activities of support staff assigned and reporting to the position, determining priorities, work assignments, staff scheduling, and additional services, including University special events/bookings. Works closely with Custodian I Group Leaders towards the direction and support of activities.
- Supervises and inspects cleaning operations within assigned facilities and evaluates work of assigned support staff to the established service level standards and expectations. Assists with conducting regular monthly building audits to maintain and document operational effectiveness, increasing audit frequency as and when circumstances may require.
- Liaises with University community members with respect to custodial and sustainability matters within assigned facilities and issues work to assigned support staff to maintain safety, good order and service level standards of cleanliness and appearance of University facilities. Coordinates as appropriate, response to hazardous situations reported by staff or students within assigned facilities.

Assists with planning activities to support the department's strategic and operational direction.

- Plans, periodically reviews, and maintains current work processes and practices appropriate and necessary for delivery of custodial services, including sustainable waste and recycling to provide a safe and accessible, invitingly clean and comfortable campus environment.
- Operates within allocated resources; ensures the efficient use of physical, fiscal and human resources, maintaining records of support staff work assignments and cleaning supplies and equipment allocations among the assigned work group.
- Liaises with other facilities departments to facilitate identification of, and addressing maintenance, repair, environmental, health and safety and other facilities related activities.
- Provides data and information for metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs in a timely fashion within budget.

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### **General Management**

Responsible for employee relations of support staff reporting to the position, fostering a client-focused, service-oriented work environment while establishing and maintaining good working relationships among support staff.

- Coaches, evaluates, and supervises support staff, instilling among support staff the importance of good safety and housekeeping work practices.
- Establishes and maintains good working relationships among support staff.
- Assists, as appropriate, with interviewing and selection of support staff for temporary or permanent positions.
- Provides, or assists with providing, training and professional development to support staff with respect to approved cleaning methods and procedures and the appropriate and safe use of cleaning products and equipment, including chemicals, materials, supplies, tools, and powered and non-powered equipment.
- Performs support staff interviews on performance matters and either initiates or supports disciplinary process consistent with University policy, collective agreement, and departmental frameworks.
- Compiles, analyzes and maintains statistical data/reports of the operations, including but not limited to: timekeeping, attendance and absence management, safety and regulatory training and compliance, staff performance and professional development, building cleanliness ratings, inventory (and consumption) of cleaning products and equipment.

### **Health & Safety**

In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors, responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.

- Active in health and safety and incident prevention by establishing, adhering and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.

### **Other**

- Leading projects as assigned.
- Performs other related duties and responsibilities as assigned and supports departmental activities.

## **Required Qualifications**

### **Education**

- Ontario secondary school graduation diploma or equivalent combination of education and experience.
- Post- secondary education in business management, facilities management or related field may be preferred.

### **Experience**

- Five (5) years of progressive experience in a supervisory/ leadership role in facilities or environmental services within a major institutional sector(s), such as education, post-secondary education, medical/ hospital or service industry.

### **Knowledge/Skills/Abilities**

- Sound working knowledge of property and facilities management principles, services and operations.
- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement.
- Proficient in the development of operational specifications, standards, work practices and procedures. Able to work effectively within the University's unique culture and decentralized environment
- Intermediate in the following programs: MS Word, Excel, PowerPoint.
- Other: Archibus, CAFM, IWMS, cleaning software.
- Use of hazardous workplace materials, including chemical cleaning products, and powered/ non-

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powered equipment and tools, including floor polishers, vacuum cleaners and floor scrubbers.

### **Nature and Scope**

- **Contacts:** Excellent communication and interpersonal skills, with a deep commitment to customer service, and negotiation skills, innovative approach to problem solving and a track record for leading high performance service delivery teams defined by a culture of excellence and responsiveness.
- **Level of Responsibility:** Manages functions and processes within assigned facilities and supervises nighttime or daytime support staff.
- **Decision-Making Authority:** Makes decisions on timelines and staffing resources to meet strategic objectives.
- **Physical and Sensory Demands:** Routine physical activities include sitting, standing, walking, climbing, bending crouching, reaching, lifting, and carrying objects, pushing, pulling, working in an awkward position and/or maintaining one position for periods of time. Possesses ability to reduce any strain by changing positions and/or alternating performing other activities.
- **Working Environment:**
  - Nighttime Supervisors: Subject to nighttime working hours, weeknights and weekends. Infrequent work hours during daytime for meetings etc.  
Daytime Supervisor: Weekdays and weekends. May need to attend infrequently on weeknights for meetings.
  - Exposed to stress and pressure associated with supervisory level responsibilities and confidential human resource leadership.
  - Daily exposure to: a) dirty, noisy and/or fetid environments; and b) outdoor weather conditions while on campus or travelling.
  - May infrequently be exposed to biological, chemical, construction, electrical, explosive, fire, and flooding, mechanical and/or radiological hazards during routine facilities site inspections and/or emergency incident response, requiring appropriate assessment, response and remediation/recovery.