

Job Description

Job Title:	Shift Manager, Custodial
Department:	Plant Operations
Reports To:	Associate Director, Environmental Services
Jobs Reporting:	Supervisors, Custodial
Salary Grade:	USG 9 – 37.5 hour/week
Effective Date:	May 16, 2018

Primary Purpose

The Shift Manager, Custodial is responsible for the prudent, effective planning, management and delivery of nighttime custodial services within campus-wide 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 night-time custodial services, including sustainable waste and recycling, within campus-wide facilities, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.

- Directs the activities of supervisors assigned and reporting to the position, determining priorities, work assignments, staff scheduling, and additional services, including University special events/ bookings. Works closely with Supervisor, Custodial and Custodian I Group Leaders towards the direction and support of activities.
- Supervises and inspects cleaning operations campus wide and evaluates work of assigned support staff to the established service level standards and expectations. Conducts 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 campus-wide 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. Assesses, evaluates, selects and monitors the effectiveness of the performance of cleaning chemicals, products, materials, tools, and powered and non-powered equipment.
- 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.

Job Description

General Management

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

- Coaches, evaluates, and supervises support staff, fostering a service-oriented work environment, instilling in support staff the importance of good safety and housekeeping work practices.
- Establishes and maintains good working relationships among support staff.
- Interpret and administer staff related functions in strict accordance with UW polices, CUPE local 793 Collective Agreement and the Employment Standards Act of Ontario.
- Interviews and selects in consultation with the Supervisors and Manager support staff for temporary or permanent positions.
- Performs support staff interviews on performance matters and either initiates or supports disciplinary process consistent with University policy, the collective agreement and departmental frameworks.
- Provides and/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.
- 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

- 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

- Eight (8) 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.
- Proven ability to effectively manage multiple priorities and exercise 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
- Other: Archibus, CAFM, IWMS, cleaning software
- Use of hazardous workplace materials, including chemical cleaning products, and powered/ non-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, proven financial acumen 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:** Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise. Manages functions and processes within assigned facilities and supervises nighttime or daytime support staff. Ensures that service priorities and projects are followed up/completed. Acts as a conduit ensuring the implementation of department strategy. Responsible for the development of project scheduling.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, 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:**
 - Subject to nighttime working hours, weekdays and weekends. Infrequent work hours during daytime for meetings etc.
 - Exposed to stress and pressure associated with supervisory level responsibilities, financial oversight 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.