



Custodial Services Supervisor (full-time, 40 hours/week)

Custodial Services

Position 102033

Position Summary: The Custodial Services Supervisor is an essential member of the Facilities Operations' management team. The team is responsible for the leadership necessary to preserve and enhance the University's plant assets and to sustain an environment conducive to individual and community development. The supervisor provides professional oversight and direction through direct contact or through the custodial team leaders for daily cleaning, trash removal, litter control, recycling, pest control, special event services, conference services, snow removal, weather damage services and associated operations.

Essential Responsibilities Include: Assistance with the management of essential custodial services. Supervision of field work directly or through Team Leaders. Plan, coordinate, schedule and implement daily and long term operations and special projects. Train, develop and evaluate staff in supply usage, equipment operations, sanitation, cleaning and safety methods. Manage sound product and equipment choice and use. Interface regularly with the campus community regarding service performance and evaluation, with particular attention to University managers, Student Life and Student Services. Ensure employee compliance with national, local and University laws and regulations. Ensure employee compliance with campus safety training and programs. Implement effective problem-solving measures. Assistance with the planning, development, implementation and evaluation of systems and processes for preventative, scheduled and emergency services. Implement and help develop organizational standards, policies, procedures, priorities and resource allocation plans. Interview and recommend staff resources. Establish standard operating procedures, work standards, work shifts and job assignments. Implement comprehensive quality control programs, including an inspection and user feedback systems, to address performance accountability and continuous service improvements. Work closely with other facilities professionals to address changing service needs. Provide information and communications to support the operations of the facilities service center. Maintain a strong working knowledge of the custodial field. Supply and share knowledge to continuously improve employee productivity and service results.

Contribute to the strategic, operational and budgeted planning efforts. Maintain high visibility, accessibility and communications with the University community, including students, faculty and staff. Create goodwill for the University in service to visitors, patrons and the general public. Utilize automation systems for communications, correspondence, procurement of materials and required reports. Maintain appropriate records related to staff, budget and operations. Assist with the procurement of goods and services. Implement measures to maintain a high level of security in facilities.

Minimum Qualifications: High School Diploma or G.E.D. and two (2) years of progressive experience in a cleaning services environment. Experience with a collective bargaining unit is helpful. Supervisory experience is preferred. The ability to drive a campus vehicle. Strong knowledge of cleaning industry standards, practices, product and equipment utilization. Ability to communicate effectively. Ability to plan, organize, set priorities, implement and evaluate programs and services. Basic computer skills or ability to acquire a basic working knowledge within 90 days of appointment. Effective supervisory skills. Demonstrated ability to be productive, deliver high quality work, take initiative and use good judgment. Strong service orientation towards individuals and groups at many levels of an organization. Proven "hands on" and energetic team player. Ability to translate knowledge and skills into action. Ability to handle multiple tasks simultaneously, under pressure, and within deadlines. Ability to produce quality results with limited resources. Ability to develop programs to enable employees to grow into their positions.

How to apply: forward application, resume with salary requirements as an attachment to: CUARecruitment@cua.edu. Reference position 102033 in subject line of email. Please do not include photos on resumes and save documents with

first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.**
Position is open until filled.

THE CATHOLIC UNIVERSITY OF AMERICA

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