

**Town of Natick
Job Description**

Position Title:	Facility Custodial Supervisor	Grade Level:	2
Department	Facilities Management	FLSA Status	Exempt
Reports to:	Director of Facilities Management		

Statement of Duties: The employee performs responsible technical, administrative, and supervisory work in the planning, reviewing and scheduling of maintenance, repair and construction work of town and school facilities; performs all other related or similar work as required.

Supervision Required: Under the administrative direction of the Director of Facilities Management, the employee establishes department work plan and priorities, using established guidelines and procedures; only unusual cases are referred to the supervisor. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are conducted through observations in order to keep the supervisor aware of progress, and to insure that completed work, methods used are technically accurate, and that instructions are being followed. The employee performs varied and responsible functions requiring comprehensive knowledge of the custodial functions. Employee must exercise independent judgment in responding to inquiries, in dealing with the public, and in administering building maintenance functions.

Supervisory Responsibility: Employee exercises department level supervision over full-time and part-time or seasonal staff.

Accountability: Errors could result in delay and confusion in the provision of service, personal injury, and significant damage to buildings/property, legal repercussions, monetary loss, legal repercussions and adverse public relations for the Town.

Judgment: Work is performed based on administrative or organizational policies, general principals, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Complexity: The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the essential functions performed

Confidentiality: The employee has regular access to confidential information of a department-wide basis such as official bid documents, personnel files as well as other information pertaining to the

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construction or repair of public building projects.

Work Environment: Work is performed often under typical office conditions, with regular interruptions from the public and other town employees. In addition, the employee is required to work outdoors under inclement weather conditions when visiting or inspecting building projects or work sites. The employee may be exposed to extremes in temperature, noise, odors, toxic or caustic chemicals, fumes or airborne particles, explosives, radiation, and other hazards commonly found when making site visits. The employee is required to work beyond normal business hours in response to emergencies or to attend evening meetings.

Nature and Purpose of Contacts: Employee makes frequent contact requiring perceptiveness with other town departments, local and state officials, boards, and committees, and outside contractors doing business with the Town; makes regular contact with the public requiring patience, tact, and discretion. Contacts are by telephone, correspondence, and in person. The reason for contact is often for acquiring and exchanging information pertaining to specific capital building projects.

Occupational Risks: Duties generally do not present occupational risk with only occasional exposure to risk or stress.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Responsible for supervising, directing, and evaluating a staff of 36 custodians in maintaining all Town buildings, and facilities including both Town occupied, Town leased/rental properties, and all School buildings.
- Conducts regular building inspections to ensure all properties are being maintained to the highest standard possible. Employee will meet with the senior building custodians on a weekly basis to review current performance issues, review work orders, and staffing changes to accommodate the needs of the building.
- Answers questions and furnishes information to school principals and town administrators concerning various building maintenance related issues, rules, and regulations when called upon; receives complaints and responds to complaints appropriately including taking initiative to see that problems in certain situations are resolved.
- Assist the Director of Facilities with selection and training of all staff. Responsible for analyzing workloads for each facilities and make recommendations to improve staff

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performance and ensure equitable distribution.

- Plans, organizes, directs, coordinates and budgets the activities of the Facilities Management Department, including all aspects of building facility maintenance and management for all Town and School buildings including grounds maintenance.
- Provides for the cleaning, repair, maintenance of buildings, grounds and equipment. Responsible for following up with the senior building custodian on all outstanding work requests and to ensure timely submission of new work orders. May assist the Director of Facilities with preparing specifications for services to be done under contract.
- Assists with the development of department objectives, plans, budgets, and goals; conceives and recommends a range of programs/services designed to support objectives and strategic planning initiatives and to enhance the provision of quality services.
- Prepares specifications for the purchase of material, supplies, and equipment necessary for the care and maintenance of buildings and grounds; reviews and updates equipment and supply inventory on a monthly basis. Keep current the SDS binder at each facility for all cleaning products with the custodial staff on a regular basis to ensure full compliance with local and state regulations.
- Employee provides direct supervision of all Town and School custodial full time staff and season part time staff working various shifts. Employee provides direct supervision of contract cleaners in Town buildings. Employee may be required to work beyond normal working hours at night and/or weekends in response to emergencies and when deemed necessary by the Director of Facilities to meet the needs of the Town.
- Oversees and maintains an inventory of equipment and supplies to assure proper maintenance, operational and repair services. Makes recommendations for the purchase of suitable supplies, materials, tools, and equipment as needed. Ensures all custodial equipment is properly maintained, stored, and serviced. Meet with the cleaning supply vendors on a regular basis to review “green” new products and explore opportunities to reduce cost and waste.
- Plans and assists in the supervision of seasonal work such as snow removal, grass cutting, etc.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

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- Bachelor's Degree in Facilities Management or related field; seven to ten (7-10) years progressively responsible experience in custodial operations and supervisory work; an equivalent combination of education and experience.

Special Requirements:

- Class D Motor Vehicle Driver's License.
- Minimum of two (2) years experience supervising 20-30 employees in a union environment preferred.

Knowledge, Abilities and Skill

Knowledge:

- Thorough knowledge of the methods and materials, scheduling and tools/equipment used in the care and maintenance of buildings, grounds, motorized equipment and vehicles.
- Considerable knowledge of price trends and grades of quality of the materials and equipment.
- Working knowledge of the hazards and safety precautions common to facility maintenance/repair activities.

Abilities:

- Ability to indentify town-wide priorities and work cooperatively to support their accomplishment as part of the school and municipal administrative management teams.
- Ability to analyze, manage, and utilize data to improve the operation of facilities.
- Ability to communicate clearly, both orally and in writing.
- Ability to conceptualize and operationalize goals and objectives for the department and its divisions.
- Ability to maintain, manage, and organize complex records.
- Ability to establish and maintain effective working relationships with town employees, town/school officials, and building tradesmen, and all outside vendors.
- Ability to make basic arithmetical computations and tabulations in a timely,

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accurate manner.

- Ability to work effectively under pressure and manage multiple priorities in order to meet the goals of the department.

Skill:

- Superior customer service and communication skills.
- Excellent organizational skills.
- Proficient financial management skills including a solid foundation in capital budget development and management.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Work requires some agility and physical strength, such as moving in or about various spaces throughout the Town building such as crawl spaces, attics, flat roofs, construction sites or over rough terrain, or walking or standing most of the work period.
- Occasionally, work may require lifting heavy objects and carrying them.
- There may be need to stretch and reach to retrieve materials.
- Usually, the work will require extended physical effort over a significant portion of the work day.

Motor Skills:

- The employee is required to apply basic motor skills in order to perform activities such as operating a personal computer and/or most other office equipment, keyboarding, filing, moving objects, sorting of papers or operating a motor

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vehicle.

Visual Skills:

- Visual demands require the employee to constantly read documents for general understanding and analytical purposes.
- The employee may be required to determine color differences.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.