Job Title: Manager, Custodial Services

BCAT Code: 092X05  Effective Date: April 1, 2007
Pay Grade: G13  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Manages the daily custodial services for the University buildings and facilities.

Examples of Duties
- Supervises a large group of custodial employees and addresses all staffing and personnel issues, such as attendance and tardiness problems, disciplinary actions, promotional decisions, and performance evaluations.
- Reviews policies and procedures and makes modifications to ensure that the cleanliness of campus buildings and facilities is maintained; monitors compliance with policies and procedures.
- Monitors shift assignments; makes adjustments based on absences, vacancies, or changes in the workload.
- Maintains the inventory of custodial equipment and supplies; prepares orders or repairs for custodial equipment when needed.
- Monitors building security to ensure that locked areas are properly secured.
- Inspects facilities and furnishings for needed cleaning/repairs; inspects work of subordinates to ensure completion of assignments, and makes corrections as needed.
- Responds to custodial emergencies as needed.
- Prepares and maintains reports on shift performance, employee attendance, safety, personnel issues, work accomplished, etc; conducts staff meetings.
- Trains subordinates in proper custodial methods, policies and procedures.
- Conducts interviews, and makes hiring and termination recommendations.
- Performs cleaning and supervisory duties for absent co-workers.
- Coordinates room set-up requests and monitors the activities of the set-up crew to ensure that campus set-ups are completed on schedule.
- Responds to customer service suggestions/complaints; ensures that special custodial requests are completed.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of proper custodial services policies, techniques, and procedures.
- Knowledge of the Georgia State University (GSU) campus, buildings and facilities, and custodial requirements or needs.
- Knowledge of the operation and use of equipment, tools, and supplies used in building maintenance.
- Effective oral and written communication skills.
- Ability to perform heavy lifting when required, approximately 30 - 50 lbs.
- Ability to supervise a large group of custodial workers.

Minimum GSU Hiring Standards
High school Diploma or GED and five years experience in an institutional, industrial, or commercial setting, including three years supervisory or lead worker experience; or a combination of education and related experience. Criminal background check required.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources  Classification Section