Georgia State University

Job Specification

Job Title: Operation Manager, Building Services

BCAT Code: 09NX82
Pay Grade: G15  FLSA Status: Exempt
Effective Date: July 1, 2012
Revision Date: July 1, 2013

General Description
Oversees day-to-day the overall quality assurance and training programs for Building Services staff, such as Custodial Services, Campus Services, and Grounds.

Examples of Duties
- Implements and executes the quality inspection program by using the electronic recording system to document building inspection results and create reports in graphs and charts as a historic database of quality assurance for each building.
- Discusses cleaning deficiencies, building inspection results, and inspection follow-ups with the Director and Manager of Custodial Services.
- Creates training manuals; coordinates vendor provided training with Building Services supervisors and employees; develops training programs for all levels of employees in Building Services.
- Maintains training records and reports related to the training process; periodically evaluates the effectiveness of training programs.
- Trains Custodians on cleaning procedures, equipment operation, and chemical usage.
- Provides formal leadership training for all potential supervisory personnel of Building Services, and provides continuing education for Custodial Foreman and Custodian III positions.
- Develops and administers departmental incentive programs to improve productivity and the quality of work.
- Assists the Director with the information flow, operations management, business process development, and organizational planning.
- Administers and monitors pest control services, waste management and landscaping contracts.
- Serves as a liaison to the University and general public to coordinate all outreach activity.
- Performs other duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of University policies and procedures.
- Knowledge of training techniques, policies and procedures.
- Effective time management and organization skills.
- Ability to communicate effectively both verbally or in writing.
- Ability to supervise and direct the work of others.
- Ability to multi-task and be detail oriented.
- Ability to demonstrate excellent customer service.
- Ability to work under pressure and work in different shifts.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.

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.