

BUILDING CUSTODIAL SERVICES SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
4502	Building Service Worker	08	026	6 mo.	04/01/17	Rev.
1848	Building Service Sub-Foreman	08	026	6 mo.	04/01/17	Rev.
1600	Building Service Foreman	08	026	6 mo.	04/01/17	Rev.
3445	Building Service Supervisor	08	026	6 mo.	04/01/17	Rev.

Promotional Lines: 198, 220, and 287

Series Narrative

Employees in this series perform and/or supervise custodial services and maintenance of assigned buildings. General work with safety and security for all levels.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Building Service Worker **4502**

Employees at this level perform custodial work required in the routine cleaning, sanitizing, disinfecting, and upkeep of all designated interior and exterior building or spaces according to set standards and procedures. They work under direct supervision from a designated supervisor.

A Building Service Worker typically:

1. Keeps floors free of dirt and debris by regularly scheduled mopping, sweeping, vacuuming, and scrubbing of floors and other surfaces;
2. cleans, buffs, waxes, renovates, and renews floor surface finishes using appropriate tools and equipment;
3. cleans and dusts furniture, tables, exhibit cases, fixtures, windows, doors, trim, and related furnishings; cleans and waxes furniture as necessary;
4. washes and/or cleans windows, walls, and door glass; washes interior glass, including partitions, framed pictures, signage, and doors;
5. moves furniture, supplies, miscellaneous equipment, and sets up meeting space as directed; sweeps or shovels snow from steps and walks at building entrances and connecting walks; spreads ice melts as needed;
6. locks and unlocks doors to buildings, classrooms, lecture rooms, or offices;
7. cleans, disinfects, sanitizes and services restrooms facilities and fixtures and replenishes supplies;
8. cleans chalkboards and/or whiteboards including trays;
9. collects and places debris and recyclable material removed from buildings in containers for removal; empties authorized waste containers and checks and/or replaces liners;

10. reports items that need repair; monitors and/or notifies of diminishing supplies;
11. performs overhead tasks (e.g., changes light bulbs and cleans light fixtures, as required);
12. provides cleaning services for carpet maintenance; (i.e., bonnet buffing, extraction, spotting, and pilating);
13. operates variety of maintenance and cleaning equipment which includes: rotators, extractors, and automatic;
14. performs other related duties as assigned.

Level II: Building Service Sub-Foreman**1848**

Employees at this level supervise an assigned group of custodial employees and perform custodial work as directed. They work under general supervision from a designated supervisor.

A Building Service Sub-Foreman typically:

1. provides training in various phases of work performed by lower-level custodial employees, operates and/or provides instruction in operation of power equipment (such as auto-scrubbers);
2. acts for the supervisor during his/her absence, assists the supervisor in the assignment and direction of work;
3. maintains operating records as required;
4. check operation of building and mechanical equipment informing supervisor of needed repairs;
5. requisitions and is responsible for supplies and equipment;
6. mixes and applies cleaning and waxing compounds;
7. ensures assigned employees to work with regulated safety standards using established cleaning operations, methods and techniques;
8. approves vacation requests and other leave of absences for assigned Building Service Workers according to departmental policy, as directed;
9. conducts performance evaluations of assigned Building Service Workers, as directed;
10. performs duties consistent with lower level of this series;
11. performs other related duties as assigned.

Level III: Building Service Foreman**1600**

Employees at this level assign and control the performance of building service work. They work closely with Management to cover all needs of the building. They work under general supervision from a designated supervisor.

A Building Service Foreman typically:

Establishes work priorities, scheduling and assigning work,

1. directs, supervises, evaluates, disciplines, and assists with assigned employees or staff;
2. oversees and maintains the assigned area; assigns and inspects work assignments and prepares reports; assists in determining the adequacy of the workforce; plans and schedules work priorities for custodial employees;
3. trains employees in established building services, methods, and techniques;
4. procures, distributes, and is responsible for security of operating supplies and equipment;
5. responsible for hazard assessments and utilization of Personal Protective Equipment by all employees supervised; insures compliance with all applicable codes for employees under his or her direction;
6. recommends proper supplies and equipment and communicates changes for the department's use; conducts individual and group training sessions to assure proper departmental cleaning procedures are being utilized;
7. conducts building and/or job safety and sanitation standards on workers in accordance with applicable local, state, federal and university safety and health recommendations and regulations;
8. enforces safe working habits; including ergonomics risk management, safe operation and handling of materials and equipment;
9. collects, reviews and submits time and operating data, with responsibility for providing requested recommendations; approves vacation requests and other leave of absences according to departmental policy;
10. performs duties consistent with lower levels of this series;
11. performs other related duties as assigned.

Level IV: Building Service Supervisor**3445**

Employees at this level are responsible for the development, implementation, and supervision of the work involved in building service activities (such as cleaning, floor treatment, window washing, elevator operation, general housekeeping, and other similar functions) which involves managing and providing leadership for multiple self-directed work teams.

A Building Service Supervisor typically:

1. supervises and controls the work of personnel assigned to building service activities and prepares daily work sheets that outline job stations and tasks to be performed by each employee, schedules personnel and monitors operational needs to meet building service functions; revising assignments when necessary;
2. approves time reports-and attendance records, sick and vacation leaves;
3. oversees the hiring, training and mentoring of supervised employees;
4. plans, coordinates, assigns, directs the work of the employees; inspects the buildings and the equipment;
5. responsible for determining staffing levels and goals and objectives for all custodial workers;
6. initiates disciplinary actions as necessary; conducts investigations and initiates appropriate corrective action; conducts performance evaluations and maintains accurate records;
7. develops and administers a highly efficient cleaning program; demonstrates and instructs workers in cleaning and operating techniques and procedures;
8. conducts periodic inventories of supplies, computes monthly consumption of goods, and estimates future needs; recommends procurement of equipment and supplies;
9. assists in the development of technical standards for determining cleaning procedures and frequency of treatment, use, and upkeep, assists in the testing and evaluation of new products and machines;
10. performs duties consistent with the lower levels of this series;
11. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Building Service Worker

4502

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School graduation or equivalent.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of cleaning solutions and custodial methods.
2. Ability to comprehend and follow oral instructions.
3. Ability to read and follow written instructions, directions, labeling and measurements.

4. Ability to exert muscle force to lift, push, pull, or carry objects.
5. Ability to lift up to 50 lbs.
6. Ability to bend, stretch, twist, reach, and stand for long periods of time.
7. Ability to perform general physical activities that require considerable use of hands, arms, legs, and moving whole body, such as climbing, lifting, walking, stooping, handling, positioning, and moving materials, and manipulating items.
8. Ability to tolerate exposure to temperature extremes.
9. Ability to complete tasks in a timely manner.
10. Ability to use computers; basic computer skills.

Level II: Building Service Sub-Foreman**1848**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School graduation or equivalent.
2. Two years (24 months) of experience in building custodial work.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of the building services materials, cleaning solutions, equipment, and custodial methods.
2. Ability to train, lead, and supervise others.
3. Ability to read, comprehend, and follow written and oral instructions, directions, labeling, and measurements.
4. Skill in completing assignments accurately and with attention to detail.
5. Ability to review work for accuracy.
6. Ability to read and write work-related communications, reports, etc.
7. Ability to exert muscle force to lift, push, pull, or carry objects.
8. Ability to lift up to 50 lbs.
9. Ability to bend, stretch, twist, reach, and stand for long periods of time.
10. Ability to perform general physical activities that require considerable use of hands, arms, legs, and moving whole body, such as climbing, lifting, walking, stooping, handling, positioning, and moving materials, and manipulating items.

11. Ability to complete tasks in a timely manner.
12. Ability to use computers; basic computer skills.

Level III: Building Service Foreman**1600**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Three years (36 months) of experience in building custodial work.

KNOWLEDGE, SKILL AND ABILITIES (KSAs)

1. Knowledge of the building services materials, cleaning solutions, equipment, and custodial methods.
2. Knowledge of cleaning techniques and procedures.
3. Ability to plan, assign and supervise the work of others.
4. Skill in completing assignments accurately and with attention to detail.
5. Ability to review work for accuracy.
6. Ability to read and write work-related communications, reports, etc.
7. Ability to communicate effectively in both oral and written form.
8. Ability to exert muscle force to lift, push, pull, or carry objects.
9. Ability to lift up to 50 lbs.
10. Ability to bend, stretch, twist, reach, and stand for long periods of time.
11. Ability to perform general physical activities that require considerable use of hands, arms, legs, and moving whole body, such as climbing, lifting, walking, stooping, handling, positioning, and moving materials, and manipulating items.
12. Ability to complete tasks in a timely manner.
13. Ability to use computers, computer systems and basic computer applications.

Level IV: Building Service Supervisor**3445**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.

2. Three years (36 months) of experience in building service operations or related work.
3. Two years (24 months) in building custodial supervisory capacity.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of accepted cleaning methods and techniques used in providing institutional building services to universities.
2. Knowledge of principles and processes for providing customer and personal services; includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
3. Skill in developing and building teams; encouraging and building mutual trust, respect, and cooperation among team members.
4. Skill in identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
5. Skill in managing one's own time and the time of others.
6. Ability to conduct and interpret results of tests with various kinds of cleaning equipment and supplies.
7. Ability to plan, assign and supervise the work of others.
8. Ability to identify problems, evaluate alternatives, and implement effective solutions.
9. Ability to read and write work-related communications, reports, etc.
10. Ability to communicate effectively in both oral and written form.
11. Ability to use computers, computer systems.