



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Operations & Maintenance - DAS
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Construction and Facility Maintenance Supervisor 2	Job Profile ID:	7156
Business Title:	Custodial Services Manager (Construction And Facility Maintenance Supervisor 2) (Unfilled)	Position ID:	000000035954
Employee Name:		Company ID:	10700
Representation:	MMS	Budget Auth No:	12560
Location:	Salem DAS General Services Building		
Supervisor:	Travis Stitzel (Construction and Facility Maintenance Manager 3)		
Position:			
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Administrative Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

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The Department of Administrative Services ("DAS") is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer ("COO"), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges.

Enterprise Asset Management is comprised of the Facilities Program, including Maintenance, Operations, Planning and Construction Management, and Real Estate Services; the Statewide Fleet Administration and Parking Services Program, and the Oregon Surplus Property Program. The core focus of these programs is property management, both real and personal, for the benefit and optimal use of state government enterprise-wide to support agencies space, travel, and operational needs. We are responsible for cost effective, quality, and efficient asset life cycle management: acquisition, operation, maintenance, and disposal.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Manage the Custodial program, in cooperation with the other custodial manager, including supervision of one subordinate Custodial Coordinator and about 45 staff, planning and setting goals, budget review, suggesting improvements, coordination between customers, vendors and other trade units, coordination of maintenance activities and special projects. Perform emergency custodial service duties, building cleaning and minor maintenance services in State DAS owned/leased office buildings within the Salem area.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

35%-NC-E

Administrative/Management

Provide leadership and direction for a diversified staff. Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances. Assign and plan work. Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. You are responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

Direct, manage and supervise approximately 45 of the Enterprise Asset Management Operations custodial staff in the Salem area. Manage unit through analysis of a delivery model, procedure and evaluate for program effectiveness, responsiveness to agency and tenant needs, and statutory requirements. Plan, develop and implement custodial program for improved and enhanced service. Participate with other custodial manager in the development of program needs, workflow and reporting mechanisms for resource management and accountability. Evaluate program regularly for efficiencies in employee productivity, redundancies and improved customer service. Establish effective work procedures, work productivity schedules and unit standards/performance measures. Oversee the proper collection and monitor the accuracy of employee's work data in the Tririga system.

Participate in policy and procedure review and update those that relate to the Custodial Unit. Oversee the inventory of necessary custodial supplies and materials. Estimate supply needs in advance and request new supplies and materials. Evaluate and select new products, supplies and materials in coordination with the other custodial manager. Inspect and evaluate state facilities cleaned by contracted janitorial vendors. Inspect all state-owned facilities on regular basis to ensure completion and quality of services. Participate in and perform minor maintenance and repair work, referring major repair or maintenance problems to maintenance shop.

35%-NC-E

Personnel Management

Prepare staff performance appraisals. Approve/deny staff leave requests and need for overtime. Maintain necessary records with regard to personnel and equipment under immediate supervision to include work schedules, procedures, opening/closing schedules and attendance.

Provide leadership and direction for a diversified staff. Supervise, hire, monitor performance, develop, coach, discipline and provide

direction to employees. Respond to and resolve employee grievances. Assign and plan work. Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. Responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

5%-NC-E

Communication

Work to operate the Custodial Program in directing and managing staff as well as providing services to our customers. Establish and maintain beneficial working relationships with diversified groups and individuals using negotiation skills and effective sound judgment. Seek feedback from internal and external customers regarding services provided and develop action plans to enhance customer satisfaction. Communicate changes to customers, for costs or services provided. Respond to request for information. Meet individually or in groups to respond to inquiries regarding custodial issues. Represent the custodial unit and Operations. Hold regularly scheduled staff meetings to plan weekly, monthly, and as needed projects and disseminate general information relating to agency policies and procedures. Contact agencies, private contractors, managers, supervisors and staff on a daily basis by phone, in person, and via e-mail, regarding specific custodial or building tenant issues.

5%-NC-E

Planning

Assist the Operations & Maintenance (O&M) Manager in the development and implementation of short and long range plans, goals, staffing, and product evaluation and equipment. Participate in the development of Section goals, policies, and performance measures. Review and recommend revision to policies, procedures and processes as they relate to the Custodial Program. Determine the correct level for the program inventory of equipment, tools and supplies. Prepare purchase requests for materials, supplies and equipment and work with procurement staff to prepare solicitations for large items. Evaluate and determine the disposal of worn or obsolete equipment according to agency guidelines and work with the Purchasing Unit to determine proper disposal.

10%-NC-E

Budget

Assist the O&M Manager in developing and preparing the Custodial biennial budget requests by determining priorities based on affects to the customer, general public, the Custodial Unit and the Operations Section. Evaluate equipment and other expenditure needs and prioritize to meet the budget requirements. Review monthly budget reports to monitor expenditures against approved budget to ensure financial control.

Program Costs

Cleaning Costs

Program Reports – to be sent directly to O&M Manager

5%-NC-E

Emergency Custodial Duties

Perform emergency custodial duties to include: clean and vacuum building carpeted areas; dust mop and damp mop linoleum and tiled floors; clean sinks, mirrors, and counter tops; empty and clean trash containers in common areas; dust all horizontal areas; clean and sanitize restroom sinks and toilets; re-stock all paper products to appropriate building areas; perform custodial building duties of absent custodians; deliver cleaning, paper products and custodial equipment to building areas; respond to weekend and holiday emergencies.

5%-NC-NE

Participate in the review and update of the custodial training booklet on an annual base and promote safety training and practices in performance of all work activities.

100 %

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Most duties performed from 5:00 a.m. to 1:30 p.m., Monday through Friday.

May require occasional short-term periods of heavy physical activity. Receive periodic motor vehicle and work place related accident prevention instruction. Follow prudent safety practices in performance of all work activities.

Daily use of chemicals for sanitation.

Duties are performed indoors and outdoors performing inspection work, with some outdoor work during inclement weather.

Employee must have the ability to lift up to 75 pounds. Assistance with lifting is available for the employee, if necessary.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Department Policy Manual
- SEIU Collective Bargaining Agreement
- State Laws
- Custodial Safety Manual
- Administrative Rules
- OSHA Safety Rules and Regulations

Particular attention is given to safety and is discussed at monthly safety meetings and at all new employee orientations.

How are these guidelines used?

- To assure uniformity of work performance and that it is completed in a safe manner.
- Administer Recycle Program.
- Custodial Services are provided as part of uniform rent.
- Specifications for levels and frequency of services.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Contractors	In Person, by mail, email or telephone	Contract Requirements, Contract Obligations	Regularly
Managers/Supervisors	In Person, by mail, email or telephone	Work Assignments	Daily
State Employees	In Person, by mail, email or telephone	Respond to inquiries/complaints	Daily
Vendors	In Person, by mail, email or telephone	Service/Equipment information	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Assign custodial The Department of Administrative Services ("DAS") is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide

perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

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SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Construction and Facility Maintenance Manager 3	7410201	In Person	Quarterly	Performance Evaluation
Construction and Facility Maintenance Manager 3	7410201	In Person	As Needed	Work is reviewed weekly to discuss problems, relate progress, and future plans.

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

Plan Work
Assign Work
Approves Work
Responds to grievances
Disciplines and rewards
Coordinates schedules
Hires and discharges
Recommends hiring
Gives input for performance evaluations
Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

Travel will be required within the cities of Salem, Eugene, Portland, Pendleton, Burns and Central Point, as needed.

Additional skills, abilities and requirements for this position:

- Employee is required to possess and maintain a valid driver's license issued by the state where the employee actually resides.
- Ability to operate a large truck, van, or forklift, heavy cleaning equipment, use of chemicals, and other custodial equipment as needed.

- This employee must have excellent interpersonal relations, problem solving, and organizational skills

Behavioral expectations:

- Prepare for and attend staffing meetings, bringing issues and solutions for the team to resolve.
- Obtain agreement through the use of consensus when appropriate, giving and receiving feedback.
- Commit to support and help other team members.
- Share in leadership, and actively support decisions made by the management team.
- Participate in cross-functional or problem solving teams as needed.
- Adheres to all DAS policies and EAM policies, processes, procedures, and safety practices.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area

Biennial Amount

Fund Type

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date