

## **SUPERVISOR—FACILITIES (UY4079)**

### ***Environmental Services***

#### **Job Overview:**

The Environmental Services Supervisor may work in any location on the campus. This individual is fully responsible for leading and directing a custodial team to ensure the quantity and quality of the work being performed by the ESA's meets Sodexo's cleanliness standards as well as providing expertise, working knowledge and administrative functions to the Facilities Management department.

#### **Primary Duties and Responsibilities**

- Accomplishes program objectives by assigning project work, directing the activity of custodial workers to maintain clean and orderly buildings, implementing productivity standards, resolving operational problems and implementing new procedures
- Conveys objectives/expectations set forth by management in terms of quality and quantity of work to team members
- Accomplishes program objectives by supervising staff and organizing/monitoring work processes
- Provides instruction, coaching, and development to ESA's for all aspects of performance and policy related issues
- Provides training according to Sodexo standards including new hire training, method training, and equipment and floor care training
- Conducts huddles with team to communicate building needs, event assignments, building events and other important topics for communication
- Maintains a positive partnership with clients by promoting communication as to satisfaction of services, addressing concerns and discussing project work
- Coordinates strategically with Department Manager and Operations Coordinator to plan projects for monthly, summer, and winter break times
- Walks all assigned areas daily and conducts targeted inspections to ensure team members are performing to Sodexo cleaning standards
- Responsible for maintaining and following through with all service requests made pertaining to assigned buildings
- Maintains inventory of supplies and equipment to ensure each team has what they need to complete daily assignments and project work
- Ensures proper working order/safety of equipment and reports repairs as needed
- Supervises the ESA staff at special events and ball games, which requires mandatory overtime
- Promotes a positive work experience in relation to university and departmental missions and goals
- Performs administrative tasks such as verifying time clock procedures, maintaining job cards, receiving and distributing laundry, assigning and dispersing keys/radios, monitoring emails, completing reports, checking work orders, distributing paychecks, logging absences, and completing absentee slips
- Operate University vehicles

**ESA Supervisors will, at times, be required to perform the following duties when assisting team members to meet deadlines, performing absentee coverage, during project work, event coverage or as business needs require:**

- Clean university classrooms, residence halls, laboratories, hallways, lobbies, lounges, restrooms, locker rooms, athletic areas, corridors, elevators, stairways and as well as any other public areas
- Dust furniture and equipment, clean chalkboards, draperies, and upholstered furniture
- Polish wood and metal work
- Clean windows/sills, door panels, wash walls and ceilings, and polish woodwork & metal work
- Service, clean and supply restrooms
- Gather and empty wastebaskets, segregate recyclables and transport trash to disposal/collection areas

- Clean building floors by sweeping or vacuuming, mopping, scrubbing, sealing, finishing and polishing
- Transport equipment and/or supplies between buildings as required
- Move furniture and/or set up tables and chairs

### **Knowledge and Skills Essential for Success**

- Knowledge of machines and tools needed for the cleaning industry to include carpet cleaning equipment, floor polishers, floor washing machines, scrubbers
- Knowledge of the correct procedures in relation to all cleaning tasks, safety and equipment use including comprehensive knowledge of chemicals
- Knowledge of principles and processes for providing customer and personal services including needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, and coordination of people and resources
- Skill to motivate, develop and direct people as they work and identifying the best people for the job
- Excellent communication and time management skills
- Strong attention to detail with the ability to work effectively in a service-oriented environment
- Ability to provide excellent customer service to both internal and external business contacts
- Ability to provide on-the-job training/coaching to team members
- Possess strong problem-solving skills with the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Ability to monitor and assess performance of yourself and one's team members to make improvements or take corrective action
- Must be familiar with and have experience in the use of radio protocol
- Possess intermediate computer skills, familiar with web/internet navigation, and willingness to learn and utilize new technology-based products as applicable.
- Must be able to work overtime to cover events

### **Physical Requirements/Working Conditions:**

- May have to work in outside weather conditions on occasion and may be exposed to wet and/or humid conditions
- Must be able to perform strenuous physical labor, which includes lifting/moving up to 10 lbs. on a regular basis, moderate lifting/moving up to 25 lbs. frequently, and lifting/moving up to 40 lbs. occasionally as well as standing, walking, reaching, carrying, stooping and kneeling
- Ability to work near moving mechanical parts, being exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock and vibration
- The ability to see details at close range (within a few feet of the observer)
- Must be able to wear protective eye wear, gloves, ear wear and slip resistant shoes, or other appropriate personal protective equipment (PPE) during work times for one's safety as the task dictates

### **Minimum Training/Experience Required**

- High School diploma, GED or equivalent experience.
- Must be able to maintain status to drive University Vehicles (qualify for and remain eligible to be on the Approved Driver List)

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
(Employee's Name)

**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_