

HOUSEKEEPING SUPERVISOR

FUNCTION OF THE JOB

Under direction, to perform work involving the supervision and direction of staff and contracted employees engaged in housekeeping activities; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Interviews, selects, supervises, evaluates, assigns, and reviews the work of the staff engaged in housekeeping and custodial operations and handles any personnel problems of the staff.
2. Prepares and adjusts work schedules and assignments of housekeeping staff including emergency work and overtime to meet the needs of the facility.
3. Trains employees in the proper performance of their duties.
4. Inspects and oversees the cleaning of facilities such as rooms, offices, halls, stairways, and building entrances; initiates action with contract cleaning service or staff employees if improperly maintained.
5. Instructs employees on safe working practices and procedures and ensures safe working conditions.
6. Supervises and monitors outside cleaning contracts to ensure compliance to contracts and cleanliness of facilities and resolves inadequate performance by contractors.
7. Receives, investigates, and resolves complaints on cleaning problems.
8. Arranges for the maintenance and repair of housekeeping equipment and alerts maintenance supervisors to any maintenance related problems detected by the cleaning staff.
9. Coordinates cleaning projects including deep clean program and specialty work activities among departments.
10. Uses custodial management software to manage, analyze, and improve the quality and productivity of custodial operations.
11. Discusses new and existing products with suppliers, evaluates the product's effectiveness, and makes purchase decisions and recommendations.
12. Participates in preparing a budget for housekeeping supplies, personnel, and equipment; maintains inventory and authorizes purchases of budgeted custodial supplies and equipment.
13. Secures buildings daily in conjunction with County functions or work schedules.
14. Maintains detailed records and prepares written and verbal reports; maintains current Material Safety Data Sheets and add new sheets as needed.
15. Establishes and maintains effective working relationships with maintenance and housekeeping staffs, occupants of the building, the general public, contractors, other employees, and the general public.
16. Maintains prompt, predictable, and regular attendance.
17. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of the principles, methods, materials, and equipment used in the performance of general housekeeping and specialized custodial duties in a commercial setting.
2. Considerable knowledge of proper safety practices and procedures, OSHA regulations, occupational hazards, sanitation, and health practices.
3. Considerable knowledge of supervisory and managerial principles and practices.
4. Some knowledge of computerized department program software, internet access, and database, spreadsheet and word processing programs.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

5. Working knowledge of fiscal budgeting principles and practices.
6. Ability to utilize word processing, database, and spreadsheet programs.
7. Ability to hire, supervise, evaluate, and review the work of employees performing general cleaning tasks and to handle any personnel problems of the staff.
8. Ability to collect, analyze, and evaluate information.
9. Ability to train employees in housekeeping operations and safety practices and procedures.
10. Ability to maintain an inventory system, distributing, and requisitioning supplies needed.
11. Ability to plan, assign, and direct the work of employees performing cleaning duties.
12. Ability to effectively monitor, supervise, and resolve performance complaints with the outside cleaning contractors to ensure compliance with contract requirements.
13. Ability to establish and maintain effective working relationships with maintenance and housekeeping staff, occupants of the building, contractors, other employees and the general public.
14. Ability to follow and give written and verbal instructions.
15. Ability to keep detailed records and prepare oral and written reports.

Training and Experience

1. High School Diploma or GED.
2. Three (3) years of janitorial or housekeeping work experience in a commercial setting.