

# Cleaning Operations Supervisor Tompkins County

**Department:** Facilities

**Classification:** Competitive

**Labor Grade:** 13

**Approved:** 7/26/19

**Revised:** 10/10/19

**By:** LG, Dep. Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York state registered two year college with an associate degree in hospitality management, environmental services, or equivalent, **AND** two years of full-time paid experience supervising 5 or more employees in a large scale cleaning operation; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid experience supervising 5 or more employees in a large-scale cleaning operation; **OR**
- (c) Any equivalent combination of training and experience equal to or greater than that specified in (a) and (b) above.

## **SPECIAL REQUIREMENT:**

Appointees must possess and maintain a valid New York State Driver's License with a clear driving record.

**Tompkins County is committed to Equity and Inclusion, we encourage those with similar values to apply.**

## **DISTINGUISHING FEATURES OF THE CLASS:**

This is a supervisory position involving responsibility for directing and administering the cleaning operations of the building environment in a sanitary, attractive, and orderly condition. This includes County buildings and (if assigned) the maintenance of surrounding grounds. An employee in this class will plan, create written work plans, direct, and review the work of the day and night cleaning shifts at all County owned, and, where applicable, leased spaces. The work is performed under the general supervision of the Deputy Director of Facilities. Wide leeway is allowed for the exercise of independent judgment in keeping buildings up to approved standards of cleanliness. Direct supervision is exercised over senior cleaners, and the work of full-time cleaners, part-time cleaners, seasonal cleaners, and/or contracted cleaning services. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Makes regular inspections of buildings and grounds to maintain proper cleaning procedures and makes recommendations for improvements or new equipment;
- Develops and maintains a competent, efficient, productive, and quality conscious workforce by evaluating performance, motivating, coaching, counseling, training, issuing corrective action, and recommending promotion or discharge of department cleaning personnel.
- Plans, schedules, assigns, supervises, implements, and controls activities and operations of the cleaning staff under the supervision and general direction of the Deputy Director of Facilities;
- Determines the means and methods to be used in accomplishing work assignments;
- Monitors the quality and production, and reports same to Facilities management;
- Instructs staff in the proper methods, procedures, and use of cleaning equipment;
- Establishes and maintains a regularly scheduled cleaning program (i.e. floor care, hard cleaning, etc.);
- Checks to ensure that all assignments have been carried out;
- Inspects assigned areas for quality of cleanliness and condition;
- Estimates the time, cost, manpower, materials, supplies and assignments;

- Monitors work orders and submits to Maintenance. Follows up on work orders to ensure completion.
- Reviews and approves daily time reports for cleaning staff, and approves time off requests;
- Requisitions and maintains needed inventory of supplies and equipment;
- Keeps records and makes reports of supplies usage and cost, and activities carried on;
- Works with Tompkins County Health & Safety Coordinator to maintain current SDS sheets for the Department;
- Responds to emergency situations using information contained in SDS sheets;
- Manages and participates in the procurement of vendor contracts (i.e. garbage disposal, recycling, cleaning supplies, window washing, etc.);
- Works with vendors and suppliers to review latest products, equipment, and cleaning techniques to ensure efficiency in terms of products, labor, and costs;
- Ensures completion of regular cleaning projects throughout the year;
- Responsible for special event coordination and set up;
- Assists in the preparation of an annual budget for all cleaning activities;
- Assists the Deputy Director of Facilities with Departmental accounting and record keeping;
- Participates in the interviewing process and provides input into the hiring of prospective temporary and permanent employees, including contracted cleaning services;
- Assists with cleaning and grounds maintenance activities as necessary;
- Reports any acts of vandalism or breakage to proper authorities;
- Inspect and otherwise exercise control over cleaning services performed by outside contractors;
- Supervise the mowing of lawns and the trimming, removal, and/or planting of shrubs and trees;
- Supervise the cleaning of snow and ice from walks and driveways performed by cleaning staff;
- Required to operate cleaning equipment (e.g., rotary floor machines, floor scrubber, floor buffer, window washer, chemical pressure sprayer, carpet shampooer) and participate in building cleaning and minor maintenance activities;
- Required to schedule and/or conduct a variety of training for employees. Training may include, but is not limited to: safety training, mandatory "right to know" training, blood borne pathogens training, equipment training, training to improve skills of the work force, etc.
- Required to lock, unlock and make buildings ready for activities outside normal work hours;
- Required to supervise the maintenance of cleaning equipment including, but not limited to, vacuum cleaners, carpet extractors, scrubbers, buffers, etc.;

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of large scale building cleaning practices, supplies, and equipment;
- Knowledge of the principles, practices, and procedures of team cleaning and green cleaning;
- Skill in the use of building cleaning equipment and tools (e.g. vacuum cleaner, carpet shampooer, floor scrubber, floor buffer);
- May require skill in the use of grounds maintenance tools and equipment (e.g. trimmer, mower, and snow-blower);
- May require a working knowledge of equipment, materials, and safety procedures of ground maintenance;
- Working knowledge of MS Office applications (i.e., Word, Excel, Outlook);
- Ability to use a computerize maintenance management system (CMMS);
- Familiar with Integrated Pest Management practices;
- Ability to follow moderately difficult oral and written directions;
- Possess strong customer service skills with a high sense of urgency.
- Ability to perform computations involving fractions, decimals, addition, subtraction, and multiplication;
- Ability to maintain records of materials and supplies;
- Ability to prepare reports of activities;
- Ability to perform, lead, and/or supervise all levels of cleaning duties;
- Ability to plan and supervise the work of others;
- Ability to perform work involving considerable physical effort;
- Ability to use cleaning equipment efficiently and safely, and to maintain equipment in a safe condition;
- Ability to make minor plumbing and mechanical repairs;
- Willingness to perform custodial and other manual tasks;
- Thoroughness, resourcefulness, dependability, and good judgment are required.
- The employee's physical condition shall be commensurate with the demands of the position.