

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Custodial Supervisor

Definition

Supervises building custodial and sanitation services in a number of moderate to large office buildings; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of custodial staff; recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, and work schedules and assignments; administers personnel policies and procedures.

Conducts custodial and sanitation services to provide a pleasant and sanitary environment for residents, employees, and the general public.

Instructs employees in cleaning and sanitizing methods to develop their skill in performing custodial tasks; demonstrates job techniques and the use of cleaning agents and equipment.

Maintains inventory of supplies, materials, and equipment; requisitions, stocks, and records items issued or received.

Competencies Required

Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Static Strength – Exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk Strength – Use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing.
- Extent Flexibility – Bend, stretch, twist, or reach with your body, arms, and/or legs.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others' actions.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from high school or HSED (GED) and two years of full-time work experience in commercial building maintenance.
- 2) A total of two years of education and/or full-time experience (as described in number one), where 30 semester hours of accredited post-high school vocational training or course work in hotel or institutional management, commercial building maintenance, housekeeping, or laundry services equals one year of full-time experience (maximum of one year).
- 3) Current, continuous experience in the state executive branch that includes experience equal to one year of full-time work as a Custodial Worker or Custodial Leader.

Notes

Within a period of time after hire, as determined by the appointing authority, persons in this class may be required to obtain a commercial driver's license (CDL) and endorsements.

Effective date: 08/20 KF