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.
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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*