

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 005306
Grade 15**

BUILDING SERVICES SUPERVISOR

DEFINITION OF CLASS:

This is first-line supervisory work involving employee provided custodial care of public buildings and facilities, and compliance inspection of work performed by custodial, refuse haulers, recycling haulers, fire extinguisher service, grounds maintenance, snow removal, and window cleaning contractors. Contacts include County and/or contractual employees to provide instructions and information, as well as the public and employees who frequent the facilities for which the employee is responsible, answering their questions and investigating and resolving complaints. Other direct assistance to the public is limited and is incidental to the purpose of the job.

An employee in this class is responsible for ensuring that assigned buildings, grounds and facilities are cleaned in accordance with well-defined work methods and standards of performance. Only infrequently as staffing or other requirements necessitate, is the employee expected to "fill in" and perform custodial duties.

Work involves supervision of several cleaning crews which are geographically dispersed among many buildings. Employees have latitude within established guidelines and procedures to make and alter employee assignments in order to most effectively meet work requirements. The complexity of the work is characterized by the planning and decision-making required concerning staffing and scheduling special cleaning projects, utilizing in-house and/or contractual support to ensure work is done in a timely fashion. The employee will occasionally respond to written correspondence and/or E-mail, check work order status, and enter new work orders and related information using personal computer software. The work of this class ensures the provision of clean and safe County facilities. The physical demands of the work encompass walking to and from different work locations, standing and occasional bending, lifting, reaching, stooping and crouching in a primarily indoor environment, which has heat, light and ventilation. The work location presents intermittent exposure to dirt, cleaning chemicals, disagreeable odors human waste and bodily fluids and correspondingly requires the use of safety precautions including protective clothing and gloves.

EXAMPLES OF DUTIES: (Illustrative Only)

- Supervises/inspects the cleaning and provision of other building services (e.g., custodial, refuse removal, grounds work, snow removal, recycling pick up, fire extinguisher service, and window cleaning) of facilities.
- Establishes and alters employee work assignments and annual leave schedules for assigned buildings.
- Evaluates and acts upon special cleaning requests and other non-routine matters such as seasonal cleaning tasks. Ensures rooms are set up for meetings and special events.
- Supervises requisitioning, storage, delivery and inventory of cleaning materials, supplies and equipment.
- Instructs and trains in-house or contract custodial employees in safety, proper cleaning methods and use and maintenance of hand and power equipment.
- Conducts employee performance evaluations and counsels employees regarding same.

- Provides recommendations regarding employee selection and promotion actions.
- Ensures that removal of trash, leaves, snow and ice from outside stairs, walks, patios, etc. is accomplished in a timely manner.
- Ensures that proper safety and security precautions are utilized.
- Meets with building occupants to discuss and resolve building cleaning problems. Assigns employees to correct problems and follows up to ensure problem resolution.
- Investigates employee accidents/injuries and prepares reports concerning same.
- Ensures damage to buildings and equipment is corrected; writes work orders for repairs.
- Drives to various building locations to deliver cleaning materials, supplies and equipment.
- Prepares and maintains records (i.e., inventory, personnel), reports and prepares responses to customers and contractors.
- Evaluates new cleaning products, supplies or equipment and makes recommendations for purchase.
- May monitor building cleaning supplies/equipment expenditures for budget reporting purposes.
- May perform minor repairs (e.g., tightening screws, plunging toilets) in buildings or to cleaning equipment.
- Enters new work orders and ascertains status of outstanding work, utilizing personal computer software.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of and skill in the use of the equipment, materials, methods and practices associated with large building cleaning and custodial operations.
- Ability to supervise, directly or through subordinate employees, several groups of geographically dispersed custodial employees.
- Ability to understand directions concerning the use of chemicals, cleaning agents and equipment and to instruct employees concerning same.
- Ability to effectively communicate in English both verbally and in writing and to establish and maintain effective working relationships.
- Ability to prepare employee work evaluations and other reports and maintain records of same.
- Ability to interpret contract specifications in order to monitor contractor performance.
- Ability to independently perform all of the custodial and cleaning duties assigned to custodial employees.
- Ability to work any fixed shift for five consecutive days, including weekends.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience in the cleaning and custodial care of large buildings, one (1) year of which was in a lead/supervisory capacity.

Education: Ability to read and write in English.

Equivalency: None.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period

of six (6) months. Performance will be carefully evaluated during the probationary period.
Continuation in this class will be contingent upon successful completion of the probationary period

MEDICAL PROTOCOL: Core Exam II.

Class Established: March, 1966

Revised: November, 1970

July, 1974

December, 1984

May, 1991 (M)

September 1998

July, 2001 (M)

August, 2013

Formerly titled: 'Building Cleaning Supervisor II' and 'Building Services Supervisor II.'