PURPOSE
Provide managerial level support for the Housing & Food Services custodial program, including direct oversight of the north campus residence halls custodial operation. Manage custodial and unit-wide administrative programs.

RESPONSIBILITIES

Custodial Operations-40%

- Assist the Assistant Director for Custodial Services in managing the overall custodial operation for Housing & Food Services.
- Direct custodial operations in all HFS north campus residence halls and other assigned areas, including scheduling, supervision, and staff assignments.
- Oversee north campus waste operations in support of sustainability initiatives.
- Ensure timely and correct work order processing and completion for north campus.
- Ensure adherence to cleaning standards and support the HFS custodial quality assurance program.
- Create staffing plans in response to operational and programmatic changes.
- Oversee the planning and hiring for temporary custodians based on operational needs including the summer housekeeping program.
- Develop and maintain a comprehensive custodial training program including:
  - New employee orientation
  - Health and safety
  - Cleaning practices and methods
  - Employee development

Facilities and Department Operations-35%

- Create and maintain strong relationships with Residential Life, Student Services, Front Desks and Conferences colleagues to support programmatic efforts and respond to resident and guest concerns.
- Support residential education initiatives through custodial initiatives which support residential space utilization, furniture sets and appropriate cleaning.
- Oversee the mid-term and vacancy inspection process for all 9 month on-campus units and oversee the abandoned property and custodial billing processes for the North Campus areas.
- Administer contracts for delivery of services including conference linen and emergency kits.
- Update and routinely review policies.
- Respond to University and Department emergencies, including serving in the Unit Response Center when activated to support HFS facilities, services and communities.
- Contribute to the Facilities Services & Planning budget creation process, accounting for costs associated from outside vendors.
- Serve as interdepartmental liaison with campus partners or other agencies. Serve on departmental and campus committees as assigned.
- Serve as project manager for Facilities Services & Planning projects upon request.
- Perform other duties as assigned.

Leadership and Supervision-25%
- Initiate and direct program improvements.
- Interview, hire, train and develop custodial staff.
- Supervise the work of direct reports, ensuring appropriate productivity and quality.
- Evaluate the work completed by direct reports and provide constructive feedback so as to support success.
- Ensure proper implementation of Department and University personnel, payroll, and safety policies and procedures.

**IMPACT TO THE UNIVERSITY**
An effective facilities management program preserves and protects significant university assets and creates a safe environment for residents. Maintaining a physical environment which supports student success increases student retention. Collaboration within HFS and the University contributes to consistency and alignment with university-wide goals and objectives.

**POSITION COMPLEXITIES**
- Addressing custodial needs in variety of commercial building designs and ages of construction while adhering to university policies and procedures.
- Involvement in the residence halls requires understanding of a variety of customer needs.
- Working in a University environment requires the ability to know when and with whom to coordinate program activities.
- Scope of work requires the ability to communicate effectively with diverse audiences including staff, students, and contractors.
- Residential nature of HFS facilities makes it necessary to respond immediately and effectively in emergency situations.

**WORKING CONDITIONS**
Regular Monday-Friday office hours with weekend and evening work schedule adjustments to address issues arising during peak turn periods, emergencies, and to participate in Department-wide events. Required to respond to emergencies that occur while on or off duty.

**SUPERVISION RESPONSIBILITIES**
Custodian Supervisor 1  3 FTE

Indirect supervision of up to 26 FTE of custodian staff, 6 FTE custodian leads, 3 maintenance custodians
Temporary indirect supervision of staff for Haggett Hall when operational: 1 FTE custodian supervisor 1, 1 FTE custodian lead, 10 FTE custodians

**REPORTS TO**
Assistant Director for Custodial Services

**QUALIFICATIONS**
A bachelor’s degree and three years of full-time experience in custodial services, university housing management, or facilities management. Experience supervising or directing the work of others. Equivalent combinations of education and experience may substitute for these qualifications.

ADDITIONAL DESIRED QUALIFICATION
Experience that demonstrates:

- Strong oral and written communications skills
- Ability to supervise a diverse workforce, build high functioning teams, and develop skills in employees
- Ability to interpret or administer contracts and/or manage the delivery of contracted services
- Ability to develop and implement complex scheduling requirements
- Ability to develop ideas and implement them through teamwork and collaboration
- Familiarity with University Housing and Residential Life and the college student experience
- Familiarity with UW Housing & Food Services facilities, policies, and procedures
- Experience utilizing Microsoft Office, computerized maintenance management systems, or, housing information management systems.
- Knowledge of custodial methods, best practices, and quality assurance programs.

CONDITIONS OF EMPLOYMENT

- A satisfactory outcome from reference checks is required prior to hire
- Maintenance of a valid Washington Driver’s License