

## **Building Environmental Services Supervisor**

### **DESCRIPTION OF WORK**

This is specialized, coordinative or supervisory work in institutional services support for State agencies and universities in the areas of building environmental services and laundry services. Work involves planning and scheduling work, determining and meeting training needs of staff, and determining labor or material needs for work assignments. Duties may include the responsibility for equipment upkeep and for maintaining a sufficient inventory of supplies. Duties involve planning a steady workflow and making suggestions relative to maintaining standards of cleanliness and quantity of production. Initiative is utilized in maintaining quality standards in dealing with non-routine cleaning. Work may be performed under administrative supervision.

Duties may include maintaining routine records and reports.

### **EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.**

#### **CONTRIBUTING:**

- **Knowledge--Technical:** Recommends alternative solutions or takes action to solve minor problems encountered in the work.
- **Customer Service:** Listens and responds to customer needs promptly and respectfully.
- **Planning & Organizing Work:** Assigns and monitors daily work, giving instructions to employees.
- **Managing Work & Performance:** Explains and applies work rules, standards and guidelines.
- **Budgeting:** N/A.
- **Training:** Models work/job duties for employees
- **Managing Work Processes:** Monitors work of staff, closely and ongoing, to assess and problem-solve.

#### **JOURNEY**

- **Knowledge--Technical:** Advises staff of specialized cleaning and maintenance techniques and processes for use in unusual situations or problems.
- **Customer Service:** Recognizes potential problems in service, and addresses and resolves promptly and respectfully.
- **Planning & Organizing Work:** Plans daily or weekly work to meet established objectives. Assesses the needs of the unit and recommends minor changes in procedures, workflow and manpower assignments.
- **Budgeting:** N/A.
- **Training:** Ensures on-the-job training.
- **Managing Work Processes:** Reviews work of staff upon completion to assess and problem solve.
- **Managing Work & Performance:** Ensures adherence to work standards and total quality standards. Recommends minor changes to work standards.

**ADVANCED**

- **Knowledge--Technical:** Recommends the use of new tools, products, processes and/or machinery to facilitate an efficient and effective environmental services program.
- **Customer Service:** Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.
- **Organizing & Planning Work:** Arranges and assigns work. Plans work operations; establishes priorities, and sets deadlines over a short-range period, within established goals and objectives.
- **Budgeting:** Operates within assigned budget. Recommends needed expenditures.
- **Training:** Develops training programs. Determines training needs and provides training to employees. Ensures employees have tools and knowledge to comply with standards.
- **Managing Work Processes:** Reviews accomplishments to ensure program mission and goals are being met. Makes final review for the most difficult, controversial or sensitive work in order to assess and problem solve.
- **Managing Work & Performance:** Provides management support to ensure adherence to work rules, standards and guidelines. Implements minor adjustments or changes to work rules, standards and guidelines.

**MINIMUM TRAINING AND EXPERIENCE.** Graduation from High School or possession of a GED, and one year of experience in the area assigned; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited institutions.

Where applicable, must be eligible for required certification.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all functions.