

## **MAINTENANCE SERVICES COORDINATOR**

### **DEFINITION OF WORK**

Employees in this classification supervise and coordinate custodial training, staffing, safety policies and procedures, equipment needs, supplies and repairs. Work in this class involves supervising custodial crews engaged in cleaning and minor maintenance. Employees supervise several crews engaged in the daily cleaning routine. They establish individual workloads, assign personnel to a specific work area, and provide in-service training for new employees. Duties include the responsibility for equipment upkeep and for maintaining a sufficient inventory of custodial supplies. Work is performed under the general direction of a designated administrative supervisor or a facilities supervisor or manager.

### **EXAMPLES OF WORK**

Directly supervises custodians; sets work schedules, assigns duties and locations, and evaluates work performance. Develops, updates, and evaluates work and/or safety standards, policies and procedures by inspecting the quality of custodial services in all locations. This includes enforcement of work and/or safety standards, and suggesting alternative methods of cleaning for improvements, and conducting and/or overseeing safety training meetings. Makes field checks and other assigned areas to maintain standards of work performance and satisfactory work progress; ensures quality, and scope of all completed work. Monitors repairs and reports problems. Coordinates system custodial projects at all locations, directing the work of custodial staff assigned to the projects. Evaluates the efficiency of work, monitors and updates task checklists. Develops an annual plan for system carpet cleaning and other major projects. Coordinates with supervisors and managers for custodial staffing needs due to vacations, illness, and events. Requisitions and maintains inventory of janitorial supplies, materials and equipment; maintains records of usage manually or by using automated systems. Evaluates the effectiveness of cleaning products and makes recommendations for purchases. Monitors and/or participates in furniture and equipment moving activities to prevent potential or actual safety hazards; responds or makes recommendations to emergency situations. Receives, investigates, responds, and/or resolves complaints regarding custodial services. Assists with custodian performance evaluations by providing input to the custodian's supervisor. Coordinates the operation, repairs and care of custodial tools and equipment. Maintains an inventory of tools and equipment at each location. Submits county work orders for repairs in the absence of the Facilities Manager. May serve as a contact person for the public and for other departments regarding custodial services. Communicates with staff, clients, vendors, and administrators in person or in writing by preparing and completing a variety of forms, reports, memos and email. Drives motor vehicle to reach various job sites in order to facilitate and inspect custodial operations. Coordinates, plans, organizes, schedules, and supervises custodial operations to prepare for special events. Assists in the development of the facility maintenance plan and work schedules; inspects, verifies, and ensures completion of work assignments according to specified schedules. Performs related duties and responsibilities as assigned.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from high school and four years of custodian work experience in an office or commercial environment, preferably to include some supervisory experience; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Knowledge of custodial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning large public buildings. Knowledge of existing safety laws, rules, methods and procedures including applicable OSHA and EPA regulations to ensure the safety of staff, the public, and building occupants. Ability to supervise, direct, plan, assign, train, inspect and evaluate the work of subordinate supervisory personnel engaged in custodial duties. Must have effective organizational skills. Must have good customer service skills to interact with the public, vendors, outside agencies and contractors as well as staff in a professional manner. Ability to facilitate communication between employees and supervisors. Ability to communicate clearly and effectively as well as understand and correctly follow instructions. Ability to promote, establish and maintain effective working relationships. Ability to compose and write reports or correspondence in a clear, concise and effective manner. Ability to identify and resolve problems with diplomacy, tact and courtesy. Ability to use a computer for purposes of writing reports, emails and other correspondence and preparation of time sheets and spreadsheets as necessary. Ability to operate vehicles in compliance with the County's Safe Driving Practices Policy. Ability to work under pressure and meet deadlines. Ability to treat people with respect, work with integrity and uphold organizational values.

**SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Employees are subject to hazards associated with working in both inside and outside environments, in extreme hot and cold weather and minimal exposure to adverse environmental conditions such as dirt, dust, pollen, odors, wetness, toxic agents, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Must be able to perform simple movements requiring moderate coordination, using switches, levers, handles, hand tools, etc. Must be able to perform tasks involving the ability to exert moderate physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling. Must be able to lift, carry, push and/or pull objects and materials of moderate weight (20-50 pounds).