POSITION TITLE:  Manager, Environmental Services

JOB CLASS:  Staff

SUPERVISOR:  Assoc. VP of Facilities Manager

CLASSIFICATION:  Full Time

LOCATION:  DeLand

SUPERVISORY:  Yes

DEPARTMENT:  Facilities Management/Housekeeping

POSITION OVERVIEW:
Provides direction and supervision of assigned custodial staff and contractors to assure that university facilities are maintained in a clean, sanitary, safe, orderly and professional manner consistent with contemporary industry standards regarding practices and cost.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:

Experience: Minimum of five years’ experience at management or supervisory level at facility of similar size and complexity, preferably at a higher education or boarding prep school environment. Superior knowledge and experience in effective cleaning techniques, product performance, equipment performance for cleaning and caring of campus facilities. Demonstrate experience at institution with similar productivity rate to our current productivity rate.

Education: College level degree preferred. At minimum a high school diploma or GED required. A Valid Florida Driver’s License and insurable driving record is required. Have the ability to provide staff training in the safe use of custodial equipment, tools, products, cleaning technique and safe practices.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

1. Creates and maintains staff schedules and assignments to assure all facilities are cared for on a routine and consistent basis within the staff and financial resources provided. Plans, schedules and directs the activity of assigned custodial staff in a manner that archives the cost effective utilization of staff and fiscal resources provided and maintains contemporary cleaning standards. Determine priorities of work to be accomplished unless otherwise directed and revises work assignments and schedules to meet changed conditions.

2. Provides direction to direct reports consisting of supervisors and lead custodians to assure facilities are cared for on a routine and manner consistent with the service frequency determined with Associate Vice President of Facilities Management within staff and financial resources provided.

3. Assures the efficient and effective implementation of cleaning and sanitation activities campus wide and assures appropriate protocol is maintained with key contacts and customers in the campus facilities both owned and rented in terms of scheduling, coordination and service frequencies and standards.

4. Manages the custodial staff selection process consistent with university Human Resources recruitment, selection and hiring practices. Involves custodial leadership and staff in selection of new custodians.
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5. Assures all custodial staff members receive safety training consistent with that outlined by Director of Risk Management.

6. Assures all custodial staff receives training in effective and efficient cleaning techniques. Includes the proper use of cleaning products, cleaning equipment, maintenance of cleaning equipment and filling dispensers for paper products and hand soaps. Maintains records of training provided staff. Maintains staff training schedules that includes initial safety training, initial training in approved cleaning techniques, proper and safe use of cleaning products and follow up training. Implements and maintains Weekly Training program for custodial staff.

7. Creates schedule for annual cleaning of all facilities, completed prior to beginning of fall semester and during semester breaks. Creates and monitors schedules for post-spring semester cleaning of residential housing facilities to assure these facilities are prepared properly and on time to meet scheduled needs of Summer Conferences in May of each year. Creates schedule for turnover of residential facilities during May, June, July and August for scheduled use by Summer Conferences and Department of Housing and Residential Life. Assures facilities are properly prepared for use by Summer Conferences and Department of Housing and Residential Life.

8. Assures all student residence facilities are cleaned and prepared properly for arrival of students to assigned rooms. Works closely with Summer Conferences and Department of Housing and Residential Life to understand scheduled arrivals developed by Housing and Residential and coordinate Custodial departmental and contracted resources to assure facilities are prepared properly and on time for arriving students. Coordinates with other Facilities Management functions as needed to assure rooms are ready for the arrival of students and other residents.

9. Plans, schedules and supervises the activities of contractors to assure work is completed on time, within the established scope and within established budget. Works with Manager of Facilities Management Administrative Services to assure each contractor has entered into approved contract prior to commencement of work.

10. Prepares budget requests consistent with the university operating budget cycle to include staff changes, supply, material and purchased services budget request and annual replacement of cleaning equipment. Monitors performance to budget through fiscal year and makes adjustment timely to assure that over spending does not occur.

11. Stays abreast of cleaning techniques, products and equipment available from industry and market.

12. Provides staff with awareness of university priorities as it relates to environmental issues, sustainability, conservation of water and energy.

13. Provides staff with awareness of university and department activities, plans and strategies.

14. Works with Supervisor of Event Support to provide sufficient and budgeted custodial staff resources to support special events on campus. Provided custodial staff assigned to support special events with direction regarding areas to be serviced, time schedules to provide service and maintenance of a clean, orderly environment throughout the special event and post event clean up.

15. Responds to customer concerns in a supportive, professional, timely and effective manner demonstrating the intent to resolve issues.

16. Supports efforts of various functions with Facilities Management to provide effective and appropriate services for the campus community and effectively care for university facilities. Maintains effective, professional relationship with the various management and staff of Facilities Management functions and supports objective of providing consistent effective services to campus community. Supports concept of team work.

17. Assures all staff receives annual performance appraisals within period of time scheduled by Human Resources.
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18. Implements Progressive Disciplinary Process that includes, Verbal Notice in writing, First Written Warning, Final Written Warning and Termination of Employment as required after discussion with Associate Vice President of Facilities Management and appropriate member of University Human Resources.

19. Provides Associate Vice President with weekly verbal briefing regarding department operations, concerns and planned events.

20. Effectively plans and performs in a dynamic, fast passed multi task environment and meet self-imposed objectives and schedules or those imposed by other customers. Exercise effective independent judgement to meet goals and objectives of the University and Facilities Management.

21. Routinely tour all facilities to access the condition of the facilities as it relates to cleanliness, sanitation and orderliness. When conditions are found to be inconsistent with standard take action to correct situation. Followed by evaluation of what caused the service and condition to be inconsistent with service standards. Followed by implementation of processes or policies to prevent unsatisfactory condition from developing again.

22. Manage by Walking Around, be visible on campus.

23. Understand, support and abide by university policies and procedures.

24. Perform special projects as requested.

25. Schedule work time to be able to monitor and be familiar with all shifts and at times services are provided.

26. Performs other site and position specific functions as assigned.

APPLICATION PROCEDURE: Please submit a letter of application, which address the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.