

GROUP LEADER - BUILDING SERVICE WORKERS*

Function of Job:

Under broad supervision of designated supervisor or manager, responsible for planning and scheduling work of assigned group of building service workers in various academic, administrative and residence hall buildings of assigned area, including scheduling of available hours, assisting with training, building inspections, interaction with campus clients, and evaluation of personnel, products and equipment, supervise/inspect work of household staff, and perform cleaning and related tasks as directed.

Characteristic Duties and Responsibilities:

1. Supervise, plan/schedule work to be performed, conduct inspections, evaluate quality of work and make daily work hour assignments for staff in assigned group of buildings to assure appropriate levels of cleanliness.
2. Hire, supervise and evaluate performance of building service workers as assigned.
3. Schedule and coordinate work to be performed with building occupants, maintenance/housing and special events personnel.
4. Act as liaison with appropriate training staff to ensure that all building service workers receive initial/annual refresher training, as well as on-line-job assistance, as required.
5. Assist with training of personnel in proper methods of cleaning assigned areas and handling/disposing of blood born pathogens and other body fluids.
6. Act as liaison with housing staff in assigned resident halls to maintain communications on performance/special needs.
7. Responsible with supervisor and/or manager, for establishing/enforcing/monitoring safety rules, practices and procedures.
8. Observe and report safety concerns, defects, deterioration and wear/tear of facilities and equipment to concerned personnel.
9. Perform heavy cleaning tasks and routine housekeeping duties, as required.
10. Requisition, maintain, inventory and issue supplies and equipment for buildings in assigned area, provide for their security, and assure that they are in proper condition.
11. Responsible for key control/issuance to staff in, assigned buildings.
12. Work with appropriate staff members to conduct on-going testing and evaluation of products/equipment, and to establish procedures for cost-effective improvements.
13. Work with concerned groups to facilitate recycling programs.
14. May be required to reprioritize daily operations/scheduling due to changing environment during various months of the year as designated by department.
15. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation or G.E.D. equivalent and three years of custodial/housekeeping experience.
2. Strong interpersonal communication skills with ability to effectively communicate with campus customers, parents, and visitors.
3. Strong supervisory skills with ability to supervise large groups of employees, as applicable.
4. Ability to supervise and work with employees for whom English is a secondary language and those having special needs.
5. Thorough knowledge of cleaning materials, processes and equipment.
6. Ability and willingness to respond to emergency situations.
7. Sufficient strength and physical dexterity to perform duties and responsibilities of this job, including heavy work.
8. Ability to wear and use personal protective equipment if required.
9. Valid driver's license for the state of New Hampshire.

Additional Desirable Qualifications:

1. One year of specialized education.
2. Certification by National Association of Housekeeping Managers.
3. Experience in a college/university environment

System Approval: 12/16/04
Effective Date: 12/16/04

* REVISED - Original approved 1/16/75 and revised 10/8/75 and 3/5/79 as "Building Service Lead Worker" and 8/20/82, 7/29/83, 7/2/85, and 7/15/92 under present title.

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position