

MANAGER - BUILDING SERVICES*

Function of Job:

Under general direction of official responsible for housekeeping operations, to be responsible for the management of custodial services for assigned campus buildings and direction of related building service personnel, in order to provide quality services at a reasonable cost to clients.

Characteristic Duties and Responsibilities:

1. Hire, supervise, train, evaluate, discipline and manage the work of supervisory personnel, housekeeping staff and student workers, as assigned.
2. Meet with clients on campus and follow up concerns, requests and complaints.
3. Monitor results of inspections and related data, direct corrective measures, as needed, to secure satisfactory performance/meet established standards, and forward results to Director.
4. Coordinate with assigned supervisory personnel the planning/scheduling of their area's staffing needs and frequency of major housekeeping operations.
5. Ascertain that training of personnel for the proper methods of safely dealing with blood born pathogens/body fluids has been accomplished.
6. Assure that customer needs are met, utilizing various testing of labor, equipment and materials.
7. Interface with department administrators, clients, product representatives, as required, and assure that positive relations exist between housekeeping staff and college/university community.
8. Work with Director to develop short/long-term plans for development, including renovations, new construction, new procedures/methods and equipment purchases.
9. Assure that assigned personnel are trained in methods and use of materials/equipment as required for satisfactory performance, and that established standards are observed/maintained for efficiency and safety.
10. Maintain operating records, time cards and other necessary files/reports as required.
11. Assist in development of departmental budget and oversee operating budget.
12. Manage preparations required for special events.
13. Attend scheduled meetings with assigned staff/Director, as necessary, and participate in seminars for professional development.
14. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Associate's degree and five years of related custodial experience including at least two years in a supervisory capacity or high school graduation and seven years of custodial experience with two years supervisory.
2. Knowledge of state-of-the-art cleaning materials, equipment, methods and practices.
3. Supervisory skills with ability to manage personnel with special needs.
4. Well developed communications and human relations skills.
5. Sufficient strength and physical dexterity to perform duties and responsibilities of the job, including heavy work.
6. Ability to wear and use personal protective equipment if required.
7. Valid driver's license for the state of New Hampshire.

Additional Desirable Qualifications:

1. Bachelor's degree.
2. Certification by National Executive Housekeeping Association.
3. Experience in a college/university environment.

8/14/92
System Approval

8/14/92
Effective Date

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.

* REVISED -- Original approved 1/16/75 and revised 5/4/78 as "Forman - Building Service Workers"; revised 12/11/80 as "Supervisor - Building Service Workers" and 8/4/88 under present title.