



SYSTEM SERVICE SUPERVISOR

FC: MC395
PB: D
FLSA: Non Exempt

PC: 841
BU: 30 (AFSME)
Revised: June 2015

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Supervises and coordinates janitorial maintenance services on assigned shift within District stations and facilities; coordinates and inspects work performance in establishing, maintaining, and exceeding District goals; coordinates assigned activities with other divisions, outside agencies and the general public; provides assistance to the Assistant Chief Transportation Officer, Service Delivery; and performs related_duties as assigned.

CLASS CHARACTERISTICS

This the full supervisory level over classes engaged in varied janitorial duties at locations throughout the District. Incumbents are expected to exercise considerable latitude and independent judgment in the day-to-day conduct of work. This class is distinguished from higher supervisory and management levels in that the System Service Supervisor has primary responsibility for employees engaged in a single function, or shift, whereas the higher levels have overall management responsibility for multiple functions and shifts.

REPORTS TO:

This position reports to the Assistant Chief Transportation Officer or his/her designees.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to the following:*

1. Coordinates the organization and staffing activities for janitorial maintenance operations and services on an assigned shift within District stations and facilities.
2. Participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures.

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3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Manages, coordinates, and assigns all janitorial activities for department employees; reviews the work plan for assigned janitorial services and activities; monitors work flow; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Coordinates janitorial and maintenance work with various supervisors and operations staff to ensure minimal disruption of patron services.
6. Determines materials, supplies, cleaning products and labor requirements to complete assigned work; purchases materials, supplies, and cleaning products from different vendors; assigns resources and staff.
7. Coordinates and inspects work performed; ensures that established cleanliness standards are met; establishes that District goals have been exceeded.
8. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
9. Enters and receives data in PeopleSoft including time accounting, time keeping, attendance control, queries, and reports.
10. Provides staff assistance to the Assistant Chief Transportation Officer, Service Delivery; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
11. Coordinates janitorial and maintenance activities with those of other divisions and outside agencies and organizations.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a janitorial maintenance program.
- Modern and complex janitorial and maintenance principles and practices.
- Methods, techniques, supplies and equipment used in janitorial operations.
- Practices and procedures of time keeping systems.
- Principles of supervision, training and performance evaluation.
- Occupational hazards and standard safety practices.
- Related Federal, State and local laws, codes and regulations.

Skill in:

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- Supervising and coordinating janitorial maintenance services.
- Supervising, training, directing and coordinating the work of lower level staff.
- Allocating staff and purchasing resources to provide services.
- Ensuring the adherence to safe work practices and established cleanliness standards.
- Coordinating janitorial and maintenance services to minimize disruption of patron services.
- Interpreting and explaining District janitorial and maintenance policies and procedures.
- Preparing clear and concise reports.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

Possession of a high school diploma, GED or recognized equivalent.

Experience:

Four (4) years of (full-time equivalent) verifiable janitorial experience which must have included at least one (1) year of administrative and/or lead or supervisory experience.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

Supervisor Training, and Security Awareness preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment: exposure to computer screens; Field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, gases.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC Code: 02

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