



Manager, Custodial Services

Job Code	20000764	Job Family	Manager/1st Level leader	Leader	
Department	Facilities Custodial	Reports to	Sr Mgr Facil Maint & Cap Const	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2057		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Manages Custodial District staff and contracted services that are responsible for the overall cleanliness of District buildings and surrounding grounds. Ensures District Facility's are clean, disinfected and aesthetically pleasing to customers and employees. Responsible for staffing appropriately to meet District expectations, developing and working with staff managing custodial procedures and training, ensuring safe work practices. Develops and administers the custodial budget, including labor, material, equipment and contracted services. Provides vision, guidance, effective communication and positive work environment for the Custodial staff.

Accountabilities

Accountability #1

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving, feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #2

Deliver excellent customer experiences and ensure quality of service by ensuring all District facilities are clean, sanitary, and well-kept to protect our employees and facilities, while being fiscally and environmentally prudent. Recognize opportunities for improved efficiency and effectiveness and works with employees to manage staffing levels, product selections, provides guidance and training, and similar responsibilities.

Accountability #3

Deliver excellent customer experiences and ensures quality of service through transparent, consistent, and proactive communication by developing relationships with internal and external customers/employees . This includes consistently meeting customer needs, seeking feedback on quality of service giving feedback on project status and similar responsibilities.

Accountability #4

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

Accountability #5

Achieve the highest level of employee and community trust in how the District manages safety and compliance by promoting and supporting a culture of safety, recognition of hazards, implementation of mitigation measures and elimination of at-risk behaviors and similar responsibilities.

Accountability #6**Accountability #7****Accountability #8****Accountability #9****Accountability #10****Minimum Qualifications Note**

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience**Minimum Required Education and Experience:**

Bachelor's Degree in Business Administration, Communications, Engineering or related field, AND Two (2) years of progressive experience providing custodial maintenance services in a large commercial/industrial setting;

OR

Six (6) years of progressive experience providing custodial maintenance services in a large commercial/industrial setting.

Preferred Education and Experience:

Experience supervising Custodial functions

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Needs to drive to various District buildings to work with staff all across Snohomish County in District facility's

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Knowledge and understanding of Safety aspects related to Custodial, e.g. Bloodborne pathogens, asbestos exposure, ladder safety, fall protection, SDS (Safety Data Sheets).
Skills and proper hygiene methods for cleaning facility's
Ability to be open and transparent
Work collaboratively
Engage others
Communicate effectively both verbally and in writing with all organizational levels
Knowledge of chemicals
Work with sensitive/confidential information.
Use independent and discretionary judgment.
Computer applications such as spreadsheets, word processing, databases, and project management software
Work and use independent and discretionary judgment.

Preferred Skills and Abilities:

Strong communication skills and engagement
Great follow through and customer service
Shows appreciation, humility, and respect
Can listen intently and demonstrate they hear others voice/opinion

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability
Aligning Performance for Success
Building Customer Relationships
Building Talent
Coaching
Communication
Continuous Improvement
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Empowering Decision Making
Execution
Guiding Team Success
Initiating Action
Inspiring Others
Leveraging Feedback
Positive Approach
Professional Knowledge and Aptitude
Selecting Talent
Stress Tolerance
Technology Savvy

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
Stand	Frequent (34-66%)
Drive	Frequent (34-66%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)
Crawl	Seldom (1-10%)
Reach	Frequent (34-66%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Frequent (34-66%)
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Never
Use close vision	Frequent (34-66%)
Use distance vision	Frequent (34-66%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Lift/carry/push 50 lbs.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Frequent (34-66%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Seldom (1-10%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Frequent (34-66%)
Resilience	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Having both 1st shift and 2nd shift custodians makes it difficult mentally to be available for the long span of time. This position also has mental stress and need for immediate respond to COVID email diagnoses and is part of the Facilities "on-call" rotation.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)

Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Occasional (11-33%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Weekend custodial work and reporting to the manager when arrived and when they left. Making sure the work has been completed on the weekend. (Constant, every weekend) Responding to COVID cleanings all times of day and weekends. (More than 12 times a year but less daily). Weekend rotation of carrying Facilities Call out phone for off hour emergency response. (See response in box below for #3 only). Occasionally - 1x quarter or 4-6 times a year.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.