



**TCF Center**  
*Position Description*

**Job Code**

**Date Prepared**

**8-03-2021**

**Position Title: Custodial/Janitorial Services Supervisor**

**Job Summary:**

Under the direction of the Operations Manager (Janitorial Services) the Janitorial Services Supervisor will be responsible for the Supervision and coordination of activities of workers engaged in the Housekeeping Department. Manages all employees in the Housekeeping Department. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

The successful candidate will become the point of reference for colleagues and clients alike, by keeping schedules and providing feedback, documentation and information. The goal is to facilitate the team's activities so as to maximize their performance and the solid and long-lasting development of the company.

- Assists the Manager in directing, supervising and scheduling all aspects of operations, including engineering; building and grounds; technical services; event services, including ADA compliance; public safety; security; custodial services and parking departments.
- Directs workers engaged in the general cleaning and up keep of buildings, including buffing, dusting, sweeping, mopping, vacuuming, and washing windows, as well as clean-up during and after events.
- Ensures that all job assignments are completed during events or shifts.
- Sets-up venues, as written orders and equipment requirements direct.
- Inspects completed work for conformance to standards.
- Submits maintenance request orders for repairs and damages.
- Requisitions tools, equipment, and supplies.
- Interprets company policies to workers and enforces safety regulations.
- Keeps equipment in good working order while following safety procedures.
- Ensures proper use of all chemicals by Housekeeping staff in accordance with MSDS.
- Enforces employee dress code and grooming standards.
- Studies production schedules and estimates worker hour requirements for completion of job assignment.
- Establishes or adjusts work procedures to meet production schedules.
- Maintains time and production records.
- Confers with other supervisors to coordinate activities of individual departments.
- Performs activities of workers supervised as needed.
- Coordinates the operations activities with other building departments and show-related contractors.
- Implement facility rules, regulation policies and procedures.
- Anticipate problems and appropriate solutions. Investigates, analyzes and resolves operational problems and complaints.
- Provide clear, concise, and timely communication of directives to other departments.

- Ensures that operations department receives pertinent information for most effective use of the facility and staffing.
- Assures facility readiness and smooth operation of events.
- Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.
- Assists newer employees with acclimation to the center and provides on the job demonstrations and coaching.
- Additional duties and tasks as assigned.

**Qualifications:**

- Education – High school diploma or general education degree (GED). Some College Preferred
- Experience – Minimum of 3-4 years of custodial or housekeeping experience required or equivalent combination of education and experience. Supervisory experience preferred. Experience in the hospitality industry is a plus;
- Skills – Good computer skills; Well-organized and responsible with an aptitude in problem-solving; Strong customer service skills
- Ability to prioritize and to handle multiple projects simultaneously; ability to effectively supervise staff; Professional presentation, appearance and work ethic
- Knowledge – of the methods, tools, materials and equipment used; applicable safety codes and regulations;
- Communication Skills – Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management; listening skills; pays close attention to details
- Customer Focus – dedicated to meeting the expectations and requirements of internal and external customers; establishes and maintains effective relationships while gaining their trust and respect; A team player with a high level of dedication
- Organizational Skills – excellent organization skills uses resources and time effectively and efficiently
- Problem Solving – solves problems with effective solutions;
- Physical Demands- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to walk extensively; occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds. This position requires work inside and outside of the building and some exposure to adverse conditions.
- Teamwork – creates strong morale and spirit within the team; deals effectively and tactfully with departmental personnel and the public;

TO APPLY:

**Please go to web address listed below**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000709576106#/>

No Phone Calls

This position offers a competitive salary and benefit package.

TCF Center SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal