



Custodial Services Manager

Greater Vancouver, Educational Client

Overview:

The Custodial Services Manager coordinates the day to day custodial/housekeeping operations on multiple University/College campuses. Responsibilities include health & safety, financial and staff management. This position is also responsible for meeting client's objectives, as well as staffing, scheduling, payroll, training and development of approx. 80 hourly staff. You will be required to schedule, measure, and report quality and operational inspections on all campuses.

Job Summary: The incumbent's primary job responsibility will be the management of an assigned campus or multiple campuses. Specific responsibilities include work-scheduling of all account personnel, establishing work standards, conducting site evaluations/audits, overall inventory/equipment usage, budget control, employee performance appraisals, troubleshooting/problem solving, orientation/training of Account Supervisors and support personnel, customer relations, and special project work as requested. This individual will also ensure that all managed services are being provided in a proper and cost effective manner.

Major Duties: (Essential Functions):

- Oversee custodial operations.
- Establish and maintain open lines of communication with customer.
- Ensure proper usage of supplies and equipment through the training and development of supervisors and employees.
- Monitor daily work hours.
- Be able to operate and teach subordinates how to safely operate and maintain all types of cleaning machinery and equipment.
- Train employees how to safely use chemicals and agents.
- Adhere to company guidelines for employee discipline and termination procedures.
- Provide safe working environment for the employees.
- Respond to emergency situations in a timely and efficient manner.
- Resolve and follow-up on all complaints/issues.
- Conduct building inspections.
- Perform various administrative duties.

- Handle other assignments as directed by site Manager.
- Schedule and monitor periodic work.

Minimum Qualifications for Consideration:

- Ideal candidates will possess a bachelor's degree (and/or requisite industry & management experience) as well as the ability to manage in a diverse environment with focus on client and customer services. Preferred 5 years Custodial and / or Facilities Management Experience preferably in a University environment.

Knowledge, Skills and Abilities Required:

- Strong commitment to high level service and quality standards.
- Proficient written and verbal communication skills.
- Demonstrated ability to coach, motivate, develop and lead a team.
- Ability to plan, organize, direct and delegate.
- Ability to work well under pressure and meet deadlines.
- Strong sense of urgency; self-directed.
- Experience managing custodial operations in an educational environment.
- Must pass background check.
- Must have reliable transportation to travel between campuses.

PHYSICAL FUNCTIONS REQUIRED:

- Ability to walk or stand for prolonged periods. Requires bending, stooping, reaching up, and lifting up to 50 pounds. Possible exposure to chemicals requiring special clothing or safety equipment.

Please contact Susan Overholt at soverholt@martinservices.com to apply for this position.