

Janitorial Services Coordinator

SUMMARY/PURPOSE

To coordinate, perform, and provide direction and training to assigned staff in a variety of routine cleaning, custodial, and maintenance duties in assigned City facilities to ensure that facilities meet division standards for cleanliness and maintenance. Coordinate the work of assigned staff and contractors performing work or providing building related services at assigned facilities.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility, but does have significant oversight of projects, employees, and input regarding performance on a regular basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate schedules, assignments, and evaluate work of janitorial staff.
2. Inspect City buildings and grounds to ensure clean and safe conditions.
3. Evaluate the need for building or equipment repairs.
4. Order supplies, maintain records, and prepare reports as directed.
5. Determine priorities and coordinate projects.
6. Communicate and coordinate with internal and external agencies to provide janitorial customer service.
7. Address questions and complaints from occupants of City facilities and the public.
8. Communicate with employees, internal and external entities using various and multiple mediums to keep them informed.
9. Schedule training of personnel in the care and preservation of materials and equipment in the correct and safe methods and procedures necessary to accomplish assigned work.
10. Assist in the establishment of short- and long-range goals and objectives within budgetary limits.
11. Coordinate and conduct meetings to discuss janitorial schedules, projects, and to resolve issues.
12. Monitor janitorial projects and equipment budgets and assist in identifying funding resources.
13. Act as a liaison between internal departments and external entities on janitorial projects and schedules to ensure efficiency and completion.
14. Monitor work sites to ensure compliance with established methods, guidelines, procedures, and needs.
15. Coordinate with contractors and vendors to complete facility equipment repair and project work at assigned facilities.
16. Assist with annual budget preparation.
17. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
18. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
19. Provide training on new or modified procedures and policies to all affected parties.
20. Coordinate and perform janitorial services
21. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
22. Provide input on decisions regarding the hiring processes and onboarding procedures and performance of personnel.

23. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of five (5) years of related verifiable professional experience working in a janitorial or maintenance capacity to include cleaning commercial buildings as a primary responsibility.
2. License Requirements
 - A. Meet Bureau of Criminal Apprehension (BCA) compliance standards.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Preferred Experience
 - A. Two (2) years in a lead maintenance role.
4. Knowledge Requirements
 - A. Knowledge of floor cleaning and maintenance materials, methods, and equipment.
 - B. Knowledge of general laws and rules regulating building maintenance and repair practices.
 - C. Knowledge of janitorial products and chemical safety standards.
 - D. Advanced knowledge of janitorial needs to provide senior leadership expertise and direction of janitorial activities and services.
 - E. Knowledge of project planning and impacts on facilities and employee workloads.
 - F. Knowledge of current janitorial practices, materials, and trends.
 - G. Knowledge of problem-solving and conflict-resolution techniques.
 - H. Knowledge of applicable safety requirements.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
 - J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - K. Knowledge of effective leadership and personnel practices.
5. Skill Requirements
 - A. Skill in planning and scheduling activities of assigned staff.
 - B. Skill in the operation of power floor maintenance equipment.
 - C. Skill in the operation and maintenance of building systems and controls.
 - D. Skill in advocating for needs by creating resources, attending meetings, and communicating with departments heads and administration.
 - E. Skill in managing multiple projects concurrently.
 - F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - G. Skill in managing one's own time and the time of others.
 - H. Skill in completing assignments accurately and with attention to detail.
 - I. Skill in mediation and dispute resolution.
 - J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
6. Ability Requirements
 - A. Ability to use and operate janitorial services equipment.

- B. Ability to recognize safety hazards and take appropriate precautions.
- C. Ability to demonstrate an understanding of customer needs for both internal City staff and the public.
- D. Ability to identify workplace issues and areas of need.
- E. Ability to establish clear work standards, provide coaching, feedback, and mentoring.
- F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- G. Ability to communicate and interact effectively with members of the public.
- H. Ability to communicate effectively both orally and in writing.
- I. Ability to recognize, analyze, and solve a variety of problems.
- J. Ability to organize and prioritize work while meeting multiple deadlines.
- K. Ability to handle difficult and stressful situations with professional composure.
- L. Ability to work successfully as a member of a team and independently with minimal supervision.
- M. Ability to train and lead others.
- N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- O. Ability to enforce safety rules and regulations.
- P. Ability to maintain confidential information.
- Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- R. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: HD	Union: Basic	EEOC:	CSB: 02/06/2024	Class No:
WC:	Pay: 33	EEOF:	CC:	Resolution: