

JOB DESCRIPTION:	Custodial Manager		
DEPARTMENT:	Facilities & Operations		
REPORT TO:	Executive Director of Facilities & Operations		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#315060	DATE APPROVED:	01-JAN-2025
		DATE MODIFIED:	09-JUN-2025

SUMMARY: Under general supervision, manages the technical, managerial, and supervisory support to the University to ensure the facilities are properly maintained and cleaned in accordance with appropriate health and safety standards for educational facilities. Develops and implements goals and standards for custodial services at the Physical Plant. May be required to perform shift work.

DUTIES:

1. Manages the custodial services activities including training, procurement, and personnel management; provides technical expertise in custodial areas specific to educational facilities.
2. Performs the planning and develops strategies to accomplish the unit's mission and manages the project cleaning work activities.
3. Implements cleaning and housekeeping strategies that will achieve overall success in accomplishing desired quality performance standards.
4. Supervises and coordinates activities of any contractors engaged in custodial and related services.
5. Oversees the supervision of personnel, which includes work allocation, training, promotion, enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
6. Provides information, resolves problems, and advises customers on products and/or services, ensuring customer satisfaction.
7. Develops and implements systems and processes to establish and maintain records for the operating unit.
8. Administers the operating budget for the engineering, operations, and facilities sections; verifies and approves invoices for payment.
9. Provides administrative, customer service, and technical training for department employees.
10. Ensures adherence to established University and departmental policies and procedures, objectives, quality assurance programs, and safety standards.
11. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High school diploma or GED and a minimum of 5 years of supervisory experience required; 7 years of custodial experience preferred. Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge of planning and scheduling techniques. Ability to monitor and/or maintain quality control standards. Ability to resolve customer complaints and concerns. Ability to develop and maintain recordkeeping systems and procedures. Skill in the use of computers, preferably in a PC, Windows-based operating environment. Knowledge of all aspects of custodial services. Ability to communicate effectively, both orally and in writing. Skill in budget preparation and fiscal management. Knowledge of customer service standards and procedures. Knowledge of specified products and equipment related to custodial services. Strategic planning skills. Knowledge of organizational structure, workflow, and operating procedures. Ability to provide technical guidance and training to end users. Ability to work both independently and in a team environment. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Knowledge of management principles and practices. Ability to foster a cooperative work environment. Employee development and performance management skills. Ability to coordinate quality assurance programs in area of specialty. Knowledge of university invoicing procedures. Knowledge of faculty and/or staff hiring procedures. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day. Work environment involves exposure to potentially dangerous materials and situations that require following extensive safety precautions and may include the use of protective equipment. Work may involve moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.
4. **Other requirements:**
 - a. Possession of a valid New Mexico driver's license is a requirement for this job.
 - b. Must pass a Defensive Driving Course within 30 days of hire date.
 - c. Must pass a pre-employment criminal background check.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)