STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

GS 907T (REV. 08/01)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY

INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.	RPA- **11474-FMD**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Facilities Management Division	POSITION NUMBER (Agency - Unit - Class - Serial) - - -
UNIT NAME AND CITY LOCATED Bay Region – Ronald M. George State Office Complex	CLASS TITLE Custodian Supervisor II
WORKING DAYS AND WORKING HOURS Monday through Friday 3:00 p.m. to 11:30 p.m.	SPECIFIC LOCATION ASSIGNED TO 455 Golden Gate Ave., San Francisco, CA 94102
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 308-440-2002-005

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

The Custodian Supervisor II works under the supervision of the Custodian Supervisor III and is responsible for supervising the custodial staff. Responsibilities include safety, property inventory, employee development and training, custodial supply inventory and ordering in the Ronald M George State Office Complex. Executive level of cleaning and maintenance is expected to be maintained at all times.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

The Bay Region, Ronald M. George State Office Complex (RMGSOC) is located at 455 Golden Gate Avenue, San Francisco, CA 94102. The RMGSOC consists of a newly constructed building and a renovated historic building joined together. The total square footage of office space is approximately 1.1 million square feet that occupies 15 floors in the high-rise structure and 7 levels in the historic building. The RMGSOC supports the sensitive government's tenants, i.e. Governor's Office, State Senate, State Supreme Courts, and the Attorney General.

SPECIAL REQUIREMENTS

Medical Evaluation

This position requires Medical Evaluation clearance.

Background Evaluation

This position requires Background Investigation clearance.

DUTIES

Supervises by directing the workload of custodial staff in order to clean and maintain buildings by following published guidelines including the State Administrative Manual, Department of General Services, Facilities Management Division (FMD) manuals, Real Estate Service Division (RESD) and FMD strategic plans, and the Excellence in Public Buildings Initiative and published industry standards (i.e., BOMA). Assignment may require temporary shift change or building location change.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
	The incumbent applies sustainable (environmentally safe) work practices in the operation and maintenance of all building systems and equipment.
20%	**ESSENTIAL FUNCTIONS** In order to ensure a clean building in accordance with BOMA standards and the FMD Cleaning Manual. Using MS Office, Activity Based Management System (ABMS), Project Accounting & Leave (PAL) and Maximo: • Schedules daytime and nighttime custodial shifts and enters daily attendance records and injury reports. • Summarizes daily building activities and staff attendance and completed assignments on the Supervisor's Daily Report. • Inspects assigned custodial staff work areas for cleanliness and task completion every hour during assigned work shift and documents on the Route and Restroom Appraisal form. • Inspects assigned work areas for maintenance related work items and enters the information to generate work tickets. • Organizes and maintains records, files and technical listings of equipment and supplies.
20%	In order to supervise custodial staff in accordance with California Department of Human Resources (CalHR) and State Personnel Board (SPB) laws and rules, Bargaining Unit Agreements guidelines, DGS policies and guidelines and Worker's Compensation and Cal-OSHA guidelines: • Evaluates performance and provides training using FMD appraisal forms. • Provides injured employee with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067). • Follows departmental Return to Work and Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty. • Encourages staff participation in departmental training for upward mobility purposes.
20%	**Administrative and Supervisory Responsibilities:** ***Employee Leave Accounting*** In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time or accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the PAL system in accordance with DGS policies and guidelines, MOU provision and SPB or CalHR laws and rules, and effectively manages and directs subordinate staff in accordance with established Equal Employment Opportunity and personnel policies, rules and regulations: • Grants or denies subordinate staff request for time off within five (5) working days of receipt of request. • Submits requests to work overtime to CS III for subordinate staff. • Ensures subordinate staff has sufficient leave credits available for the requested leave. • Ensures subordinate's time is entered into the PAL system, i.e., time charged to projects, leave usage, approved leave without pay (dock or SDI), Absence without Leave (AWOL), etc. • Approves PAL entries for subordinate staff on dock or AWOL on or before the designated SCO's semi-monthly or monthly payroll cut-off date in order to ensure issuance of a SCO warrant for pay day. • Approves or disapproves PAL entries for subordinate staff within three (3) working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee and proper billing to clients for services rendered. ***Employee Performance*** In order to effectively manage, coach, and direct subordinate staff in accordance with DGS constructive intervention process, Office of Legal Services direction, and established personnel, equal employment opportunity, and MOU provisions, policies, rules, and regulations: • Identifies performance expectations utilizing probationary reports and/or Individual Development plans and convey expectations to the employee via written and verbal communication/direction. • Monitors performance through various production documents, supervisor's daily reports, personal observations, and by following-up with employee to ensure that performance expectations are being met. • Provide feedback to employees on performance noting exceptional performance as well as areas of

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	improvement through regular discussions. • Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes. • Prepares daily, weekly and monthly management unit reports to Regional Manager using established BPM forms and report formats. ***Staffing Level Responsibilities*** In order to avoid the loss of budgeted positions and to maintain adequate staffing levels for maintenance, engineering, grounds or custodial operations in accordance with Section 14699 through 14973 of the Government Code, the Excellence in Public Building Initiative, and BOMA industry standards: • Follows the FMD's Request for Personnel Action (RPA) process for recruitment of vacant or new positions. • Reviews the duty statement and organizational chart provided by the Business Operations Policy & Planning (BOPP) Personnel Liaison (PL) for accuracy on the specific position being recruited. • Posts the Employment Opportunity Bulletin (aka JOB) and the Local Post & Bid (P&B) form, if applicable, at the work sites of your employees. • Conducts hiring interviews after verifying eligibility with the Office of Human Resources' (OHR) staff. • Advises all appropriate personnel of candidate selection/proposed hire securing departmental approvals, ensuring pre-hiring requirements (documents) are completed and cleared by OHR, and proposed start date has been communicated to OHR through telephone or email communication.
15%	In order to maintain supply, products, tools and equipment inventories following Procurement, SAM, FMD, DGS guidelines and industry standards: • Determines supply, product, tool and equipment needs according to system specifications. • Gathers prices and makes comparisons using catalogs, the Internet, and vendor and supplier prices and estimates. • Recommends appropriate purchases according to comparisons. • Completes and submits requisition and obtains manager/supervisor approval as dictated by purchasing guidelines. • Assigns staff or personally performs weekly inventory by doing a physical and visual shelf count. • Records inventory count in Microsoft Office and/or Maximo database.
10%	Maintains a safe and healthful environment for the benefit of all employees and the public, under direction of the Building Manager and FMD Environmental Safety and Health Unit (ESHOP), in compliance with laws and regulations, the Occupational Safety and Health Administration (OSHA), Safety Training (AB 2189), Injury and Illness Prevention (IIPP and SB 298), Workers' Compensation (Title 8 and SB 198), by promoting the health and safety programs as follows: • Attends training in the handling of hazardous materials and use of environmental safeguards. • Participates in updating IIPP plans and records by completing reports and coordinating with the designated Branch coordinator. • Participates in and/or leads team in executing the plans for Emergency Response, Disaster Recovery and Business Resumption, and Hazardous Materials and Waste Manifest.
5%	Responds to service requests or emergencies as submitted by tenants or other FMD staff by following FMD guidelines and reports to supervisor when appropriate to ensure delivery of quality service.
5%	**MARGINAL FUNCTIONS** Acts as backup in the absence of the Custodian Supervisor III, as directed by FMD managers or supervisors, at any regional facility, in order to assure continuous and efficient custodial operations. Support duties include communicating with building staff in person or via cellular telephone, 2-way radio, or other electronic devices, and taking appropriate action in response to service needs. May attend with, lead, or instruct other FMD team members in on-going safety training conducted locally.

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5%	Performs custodial work by assisting with cleaning and custodial tasks when there are personnel shortages as required in order to ensure a clean building environment in accordance with BOMA and FMD standards and guidelines. **KNOWLEDGE AND ABILITIES:** ***Knowledge of:*** Methods, materials, chemicals, disinfectants, and equipment used in cleaning offices and public buildings; sanitation and safety measures used in the operating, cleaning, and care of equipment and work areas; use of purchase orders for janitorial supplies and equipment; and a manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment. ***Ability to:*** Plan, organize, and direct the work of others; give on-the-job instruction in janitorial practices; keep inventories and make requisitions; analyze situations accurately and adopt an effective course of action; and effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. **DESIRABLE QUALIFICATIONS:** **Additional Qualifications** • Education equivalent to completion of the eighth grade. • Exhibit professional working manner, poise, tact and discretion to deal effectively in a team environment. • Use initiative and work independently. • Maturity and ability to exercise good judgment. • Evaluate situations accurately and take effective action. • Use resources and tools effectively. • Learn and apply specific laws, rules, policies and procedures. • Organize time efficiently and set effective priorities. • Possession of a valid California Driver's License, Class C to drive self, supplies and equipment from job sites to job sites. **Interpersonal Skills** • Ability to organize time efficiently and set effective priorities. • Ability to display good interaction skills. **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:** ***WORK ENVIRONMENT*** • Work in buildings low-rise (6 floors or less) to high-rise (7 floors and higher) office environment. • Wear unaltered FMD supplied shirts and pants according to current policy. • Stand for extended periods of time or walk extended distances. • Climb stairs and ladders. • Reach or stretch by extending hand(s) or arm(s) in any direction. • Bend, stoop and kneel. • Lift up to 50 pounds. • Move about and work in confined spaces. • Requires ability to see and hear within normal parameters. • Requires willingness to work in any location in the regional area. • May require ability to work overtime. ***PHYSICAL ENVIRONMENT*** • Typical work activities involved frequent and prolonged periods of standing, walking extended distances. Bending, stooping, kneeling or squatting while performing duties. • Repetitively grip, grasp, and manipulate hand movement while using tools or power equipment applicable to job being performed. • Climb stairs or ladders, use power and noise producing tools or equipment; drive motorized equipment or vehicles applicable to job being performed. • Reach or stretch by extending hand(s) or arm(s) in any direction.

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	• Considerable physical activity. Requires heavy physical work; heavy lifting, pushing or pulling required of objects up to 50 pounds. • Drive to other outlaying buildings in order to inspect the work performance of staff. • Wear safety equipment during the performance of duties, i.e., ear plugs when using noise equipment; dust masks when working in dusty environment, eye goggles when using equipment, latex gloves when cleaning restrooms, cloth gloves when dusting, vacuuming or trashing, rubber boots or raingear and back support. • Visual inspection of the routes cleaned by staff or inspection of proper operation of machinery/equipment or sound of proper operating equipment. ***MENTAL ABILITIES*** • Read and understand English in order to follow and enforce safety procedures. • Understand written and verbal communication in English. • Read, understand, and follow instructions on manufacture's label for use of and/or mixture of products. • Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions or decimals. • Apply common sense in personal safety and safety of equipment.