

**DUTY STATEMENT**

GS 907T (REV. 05/03)

**SHADED AREA FOR HUMAN RESOURCES ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**9987 BPM**

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> Building and Property Management Branch	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> San Francisco Bay Region – Ronald M George State Office Complex	3. <b>CLASS TITLE</b> Custodian Supervisor III
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> Monday through Friday, Day shift 12:00PM to 8:30PM	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> 455 Golden Gate Avenue, San Francisco, CA 94102
6. <b>PROPOSED INCUMBENT (If kn</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 308-440-2001-001

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.

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

Under the direction of the Bay Area Regional Manager, the incumbent is responsible for the completion of all building custodial services, including safety, property and employee development in the San Francisco Bay Region.

9. Percentage of time performing duties

10. 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 Management Unit is located at 455 Golden Gate Avenue, San Francisco. This complex 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 levels in the high-rise structure and 7 levels in the historic side. The Custodial Supervisor III will be headquartered out of this building. The Ronald M George Management Unit is also responsible for the partial services at various satellite facilities within the North Bay Region.

The Bay Region, California Public Utility Commission (CPUC) Management Unit is located at 505 Van Ness Avenue, San Francisco. The PUC also services multiple Bay Area buildings; EDD Building located at 745 Franklin Street; Cal Trans Shops at 120 Richardson Street and 325 San Bruno Avenue. All building range in height from 1 to 5 floors and totaling approximately 599,046 square feet of office building space.

The Bay Region, Santa Rosa Management unit, Justice Joseph A Rattigan Building, is a DGS-owned building located at 50 D street, Santa Rosa, CA 95404. This building occupies four floors and is approximately 95,000 square feet. The Santa Rosa Management Unit is also responsible for partial services at various satellite facilities within the Santa Rosa Region adding approximately 39,000 square feet of office space. The Custodial Supervisor III will be required to make weekly site visits to this site.

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

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

**12. 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 to balance the workload.

EMPLOYEE'S NAME

EMPLOYEE'S SIGNATURE

DATE

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35%	<p><b>DUTIES</b></p> <p>The Custodial Supervisor III (CS III) will be required to conduct weekly site visits to ensure that all building are being maintained and workload is distributed evenly to custodial staff in order to maintain buildings by following published guidelines including the State Administrative Manual, Department of General Services, Building and Property Management (BPM) manuals, Real Estate Service Division (RESA) and BPM strategic plans, and the Excellence in Public Buildings Initiative and published industry standards (i.e., BOMA). The CS III will be required to develop and apply sustainable (environmentally safe) work practices in the operation and maintenance of each building systems and equipment.</p> <p>Assignment may require temporary shift change or building location change. Flexibility to work various shifts as needed.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>Ensures all buildings within region are cleaned in accordance with BOMA standards and the BPM Cleaning Manual by using Microsoft (MS) Office, Activity Based Management system (ABMS), Project Accounting &amp; Leave (PAL) and MAXIMO:</p> <ul style="list-style-type: none"> <li>• Ensures custodial shifts are properly and enters daily attendance records and injury reports.</li> <li>• Summarizes daily building activities and staff attendance and completed assignments on the Supervisor's Daily Report.</li> <li>• Inspects assigned work areas for maintenance related work items and enters the information to generate work tickets.</li> <li>• Organizes and maintains records, files and technical listings of equipment.</li> </ul> <p>Ensures all custodial staff is supervised 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 California Occupational Safety and Health Administration (Cal-OSHA) guidelines.</p> <ul style="list-style-type: none"> <li>• Evaluates Custodial Supervisors II's performance and provides training using BPM appraisal forms.</li> <li>• Ensures Employee's Claim for Worker's Compensation Benefits (SCIF 3301), and SCIF Occupational Injury Report (SCIF 3067) are completed by supervisors and turn in within established timeframes.</li> <li>• Oversee regions Return to Work program and ensures that supervisors and employees follows Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty.</li> <li>• Encourages staff participation in departmental training for upward mobility purposes.</li> </ul>
20%	<p><b>Administrative and Supervisory Responsibilities:</b></p> <p>In order to effectively manage and direct subordinate staff in accordance with DGS constructive intervention process, Office of Legal Services direction, an established personnel equal opportunity, and MOU provisions, policies, rules and regulations:</p> <ul style="list-style-type: none"> <li>• Monitor performance staff; provide feedback on performance; work with the Constructive Intervention Unit (CIU); report progress of discipline processes advising Regional Manager when adverse action steps are to be pursued ensuring all appropriate documentation is adequately prepared to proceed with actions; prepare management unit reports to Regional Manager.</li> <li>• Ensure subordinate supervisory staff is trained, understands and applies policies and practices in an effective manner including grant/deny staff request for time off or overtime requests; verifying staff have sufficient leave to cover requests; approve time in PAL system (time charged to projects, leave usage, approved leave without pay (dock or NDI), Absence without Leave (AWOL)) before SCO's semi-monthly or monthly payroll cut-off date in order to ensure timely issuance of pay and to ensure the correct issuance of a warrant is returned to SCO for late dock, and issuance of correct overtime pay due to an employee and proper billing for services rendered</li> <li>• Review, revise and/or compose duty statements/organizational charts for subordinate staff's positions.</li> <li>• Lead/participate in recruitments for positions; ensure DGS, CalHR and SPB policies and regulations are followed; work with the Personnel Liaison to ensure all approvals, pre-hiring requirements are completed and cleared by OHR, and proposed start date has been communicated to OHR.</li> </ul>

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15%	<p>In order to maintain supply, products, tools and equipment inventories following Procurement, SAM, BPM, DGS guidelines and industry standards:</p> <ul style="list-style-type: none"> <li>• Reviews and determines supply, product, tool and equipment needs for assigned buildings according to system specifications.</li> <li>• Assists staff in gathering prices and making comparisons using catalogs, the Internet, and vendor and supplier prices and estimates.</li> <li>• Recommends appropriate purchases mechanism for all types of procurement needs.</li> <li>• Completes and submits requisition and obtains manager/supervisor approval as dictated by purchasing guidelines.</li> <li>• Ensures staff performs weekly inventories by doing a physical and visual shelf count.</li> <li>• Ensures inventory counts are recorded in MS Office and/or MAXIMO database.</li> </ul>
15%	<p>Maintains a safe and healthful environment for the benefit of all employees and the public, under direction of the Office Building Manager and BPM Environmental Safety and Health Unit (ESHOP), in compliance with laws and regulations, the Cal-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:</p> <ul style="list-style-type: none"> <li>• Ensures compliance in handling of hazardous materials, injury and illness prevention, asbestos awareness, blood-born pathogens and use of environmental safeguards by attending ESHOP organized training classes.</li> <li>• Attends training in the handling of hazardous materials and use of environmental safeguards.</li> <li>• Participates in updating IIPP plans and records by completing reports and coordinating with the designated Branch coordinator.</li> </ul>
10%	<p>Responds to service requests or emergencies as submitted by tenants or other BPM staff by following BPM guidelines and reports to managers and supervisor when appropriate to ensure delivery of quality service.</p> <p>Participates in and/or leads team in executing the plans for Emergency Response, Disaster Recovery and Business Resumption, and Hazardous Materials and Waste Manifest.</p>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>As directed by BPM managers and/or supervisors, at regional facilities, 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.</p> <p>May attend with, lead, or instruct other BPM team members in on-going safety training conducted locally.</p> <p>May be required to perform custodial work by assisting with cleaning and custodial tasks as required in order to ensure a clean building environment in accordance with BOMA and BPM standards and guidelines.</p> <p><b>KNOWLEDGE AND ABILITIES:</b>  <b>Knowledge of:</b> 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.</p>

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	<p><b>Ability to:</b> 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.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• The incumbent will be required to possess and maintain a valid California Driver's License, Class C in order to drive self, staff, supplies and/or equipment, to attend meetings while driving a State vehicle in order to perform the duties of the CS III, in the Elihu Harris, Cal Trans District 4, and/or San Jose Management Unit buildings, in the Oakland Bay Region.</li> <li>• The incumbent will be required to take and must pass the Department of Justice Live Scan background and/or fingerprint checks in order to work in the Cal Trans District 4 Building and any other restricted security access floors/buildings in the Oakland Bay Region.</li> <li>• The incumbent will be required to take a medical examination and must be approved by the CalHR.</li> <li>• Education equivalent to completion of the eighth grade.</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Ability to organize time efficiently and set effective priorities.</li> <li>• Ability to display good interaction skills.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <p><b>WORK ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>• Work in low-rise (6 floors and lower) to high-rise (7 floors and higher) office building environment.</li> <li>• Wear unaltered BPM supplied shirts and pants according to current uniform requirements.</li> <li>• Ability to stand for extended periods of time or walk extended distances.</li> <li>• Ability to climb stairs and ladders.</li> <li>• Ability to reach or stretch by extending hand(s) or arm(s) in any direction.</li> <li>• Ability to bend, stoop and kneel.</li> <li>• Ability to lift up to 50 pounds.</li> <li>• Ability to move about and work in confined spaces.</li> <li>• Requires ability to see and hear within normal parameters.</li> <li>• Requires willingness to work in any location within the Oakland Bay Region.</li> <li>• May require ability to work overtime.</li> </ul> <p><b>PHYSICAL ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>• Typical work activities involved frequent and prolonged periods of standing, walking extended distances. Bending, stooping, kneeling or squatting while performing duties.</li> <li>• Repetitively grip, grasp, and manipulate hand movement while using tools or power equipment applicable to job being performed.</li> <li>• Climb stairs or ladders, use power and noise producing tools or equipment; drive motorized equipment or vehicles applicable to job being performed.</li> <li>• Reach or stretch by extending hand(s) or arm(s) in any direction.</li> <li>• Considerable physical activity that requires heavy physical work; heavy lifting, pushing or pulling required of objects up to 50 pounds.</li> <li>• Drive to other outlying buildings in order to inspect the work performance of staff.</li> <li>• Wear safety equipment during the performance of duties, including but not limited to, dust masks when exposed to harmful dust particles, eye goggles when exposed to airborne particles, latex/cloth gloves when using abrasive materials, rubber boots or raingear and back support.</li> <li>• Visual inspection of the routes cleaned by staff or inspection of proper operation of machinery/equipment or sound of proper operating machinery/equipment.</li> </ul>

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	<p><b><i>MENTAL ABILITIES</i></b></p> <ul style="list-style-type: none"><li>• Read, write and understand written and verbal communication in English in order to follow instructions on manufacturer's label for use of and/or mixture of products and enforce safety procedures.</li><li>• Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions or decimals.</li><li>• Apply common sense in one's personal safety and the safety of all machinery/equipment.</li></ul>