State Preservation Board (SPB)

Posting #219-066

Custodial Manager I

Job Type: Full-Time Day Shift; Sunday - Thursday or Tuesday - Saturday
*Schedules require one weekend day: either Saturday or Sunday; Schedules subject to change*

Posting Dates: June 18, 2019 - until closed
Hiring Range: $2,600 - $2,946.67/ monthly

Organization Summary:
The State Preservation Board (SPB) was established for the purpose of preserving, maintaining, and restoring the State Capitol and the 1857 General Land Office, which houses the Capitol Visitors Center. Since that time, Agency operations have expanded to include: maintenance of the Governor's Mansion, operating the Bullock Texas State History Museum and the Texas State Cemetery. We provide educational programs centered on Texas history, government and culture. These services benefit the citizens of Texas and its visitors.

Position Summary:
The Custodial Manager reports directly to the Housekeeping and Grounds Manager and works in administrative offices and other museum spaces under moderate supervision, with limited latitude for the use of initiative and independent judgment. Assigns work, oversees quality and production and responds to customer complaints in a timely manner. Requisitions, controls, distributes and stocks supplies and equipment. Performs complex customer service, quality control, scheduling, daily staff supervision duties and hands-on housekeeping tasks. Work includes supervision of Custodians and monitoring the work of housekeeping contract workers to increase effectiveness and overall productivity. Includes employee section, training and orienting new employees. Leads staff by performing superior hands-on general housekeeping work and by demonstrating professional conduct at all times. Work requires mental exertion, organization and planning. The Custodial Manager works as part of a team focused on a service company approach to building housekeeping. A friendly attitude is required. Displays sound judgment and maintains a professional, respectful, positive and calm demeanor with a service-oriented focus when interacting with other employees, visitors, event holders, and the public. This position is not sedentary in nature and requires: considerable physical exertion and mobility, the ability to lift, bend, climb, stretch, reach, kneel, squat, stoop, move heavy equipment, and remain standing and walking for extended periods of time. May be exposed to inclement or harsh weather conditions due to the scope and nature of job duties. References will be required to verify experience and skills. Must be able to pass a thorough criminal background check to be considered. **Must be able to work with agency's 360 day-per-year schedule that includes weekends, evenings and holidays, including working on short notice.

Essential Job Duties: For purposes of this agency's job descriptions, "essential job duties" are defined as assigned tasks that are critical or fundamental to the position and not marginal. If an individual is qualified to perform the essential job duties, he or she must be able to perform the essential job duties with or without reasonable accommodation.

• Plans, supervises and regularly assigns the work of Custodians at the Museum. Works collaboratively on a daily basis with the Night Contractors to cross check work assignments and maintain good communication between both day and night shifts.
• Regularly conducts and assists the Housekeeping and Grounds Manager in performing quality control duties including visual walk-through building inspections to ensure the highest standards of cleanliness, hygiene and public presentation are achieved at the Museum.
• Administers schedules and production outcomes. Under moderate supervision by the Housekeeping and Grounds Manager, leads staff in implementing timely, efficient and quality service delivery for housekeeping services.
• Attends weekly events meetings. Plans and executes event set-ups.
• Attends safety meetings. Leads safety trainings.
• Leads staff by performing superior hands-on general housekeeping work and by demonstrating professional conduct at all times. Provides routine guidance to other team members to increase team effectiveness and overall productivity.

An Equal Employment Opportunity Employer
Discusses general housekeeping and operations standards and procedures with staff to include, but not limited to, training, assignments, employee issues, staff productivity and work output, task reports, work orders, preventive maintenance reports, inspections and set-ups.

Works with Housekeeping contractor, under the direction of the Housekeeping and Grounds Manager, to ensure compliance with contract expectations, inspections, quality control, task frequencies, quality of work, and overall work performance.

Assists the Housekeeping and Grounds Manager in recruiting, interviewing and selecting qualified and reliable Custodians; employee development and performance management.

Communicates effectively with Housekeeping staff, building occupants other SPB personnel and the public. Works collaboratively with staff and building occupants to minimize disruptions in daily operations. Coordinates with personnel including the Department of Public Safety regarding office access and safely blocking public areas during floor work.

Directs and re-deploys Housekeeping and contract staff as needed, including on short notice, during emergencies and high volume events.

Keeps the Housekeeping and Grounds Manager informed of work progress and/or areas of concern, including daily briefs and reports regarding progress of projects and duties, including the performance of Custodians in assigned areas.

Works with the Housekeeping and Grounds Manager in identifying and implementing effective solutions to housekeeping operations issues. Actively works to promote high levels of customer satisfaction.

Remains abreast and complies with all applicable safety rules, regulations, standards and emergency procedures including applicable OSHA, Agency, local, state, and federal security and safety rules, regulations, and established industry safety and security techniques and standards. Plans work with safety and security front of mind. Continuously assesses safety conditions to ensure individual and workplace safety and safety of visitors and staff. Promotes visitor safety and building security. Assists with building evacuation if necessary.

Adheres to safe hazardous chemical handling, use and disposal standards. Ensures that recycling is performed correctly and regularly by all employees including contractor staff. Assists the Housekeeping and Grounds Manager in monitoring and training staff on safe handling and proper storage of chemicals.

Maintains records and submits moderately complex reports relative to department equipment, expenses, staffing, performance measures, and supplies. Uses a personal computer; including Facilities Division software to perform various administrative tasks.

Promptly refers all employee relations, work injuries, and other personnel issues to the Housekeeping and Grounds Manager and/or Division Director for follow-up and resolution.

Must be able to tolerate exposure to temperature extremes and inclement weather.

Duties may occasionally require working in other areas as assigned; including the Capitol, Capitol Visitors Center, State Cemetery, Governor’s Mansion and Visitors Parking Garage.

Maintains a professional, respectful, and service-oriented focus when interacting with other employees, visitors and the public, promotes public confidence in the agency.

Must be flexible and perform all other duties as assigned.

Adheres to all agency policies and procedures.

Regular attendance is an essential job duty for all SPB positions.

Minimum Qualifications: The successful candidate for this position will be skilled in the use of custodial materials, chemicals and the operation of custodial equipment; have five (5) years of prior custodial work experience working in a public building, including three (3) years as a custodial supervisor or manager. Must perform all required physically demanding tasks, including cleaning, sweeping, mopping, stocking, lifting up to 40 pounds, climbing, stretching, reaching, bending, kneeling, squatting, stooping, and extensive periods of walking and standing throughout the buildings to complete housekeeping duties within established time frames, and work safely from elevated positions.

An Equal Employment Opportunity Employer
Must walk from building to building to work throughout the Capitol Complex and be able to walk and work outside in inclement or harsh weather conditions, including extreme heat. Must follow instructions and communicate effectively in English, both verbally and in writing. Must remain focused on work priorities, and also be responsive to customer requests and concerns. Requires basic computer skills in a Windows environment. Must be able to pass a thorough criminal background check to be considered.

**Preferred Qualifications:** The ideal candidate for this position will possess: additional years of custodian, custodial supervisor or manager experience working in a public building, a valid driver's license and a high school diploma; bilingual fluency in Spanish and English. Preferred experience training others in the use of hazards and safety issues involved in the custodial trade; estimating the types and amounts of materials needed for major projects; scheduling and routine record keeping; knowledge of equipment and techniques of cleaning historical artifacts and wood surfaces. Advanced computer experience that includes Word, Excel, Outlook or work order systems a plus.

**Benefits:**
- Medical, Dental, Vision and other insurance options; defined benefit Pension plan; and 401K plan available.
- Free parking, free individual Museum membership

**To Apply:**
Submit a State of Texas application to the SPB by:
Email: TSPB.Employment@tspb.texas.gov
Fax: (512) 463-3372
Mail to: 201 E. 14th Street, Suite 950, Austin, Texas, 78701

**As we are a state agency, a fully completed state application is required for consideration.**
For an application and additional information see: [https://tspb.texas.gov/spb/employ/employ.html](https://tspb.texas.gov/spb/employ/employ.html)

**State Job Title:** Custodial Manager I  
**Classification:** 8021  
**Salary Group:** A-12

**VETERANS:**

Veterans with other related MOS or additional duties pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Use your military skills to qualify for this position or other jobs. Go to [www.texasskillstowork.com](http://www.texasskillstowork.com) to translate your military work experience and training into civilian job terms, qualifications and skill sets or for additional Military Crosswalk information go to [http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions/](http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions/)

**EEO Statement:**
The State Preservation Board is an equal opportunity employer and welcomes all qualified applicants without regard to national origin, race, color, religion, age, sex, sexual orientation, disability, genetic information, or Veteran status. In compliance with the Americans with Disabilities Act (ADAA), if you require reasonable accommodation in the interview and selection process, please call the agency's ADA Coordinator at (512) 475-4992.

**Selection Information:**
At the time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. All males who are age 18 through 25 are required to register with the Selective Service and may be asked to present proof of registration or exemption from registration upon hire. The State Preservation Board uses E-Verify to confirm the employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, please visit [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)