



Cobo Center
Position Description – Hourly

Job Code

Date Prepared

10-01-2018

Position Title: Custodial Coordinator

The Custodial Service Coordinator is responsible for managing performance, training new employees in proper custodial procedures as it relates to window cleaning, upholstery cleaning and other special/unique cleaning projects and assignments. May be responsible for leading, developing and supervising housekeeping custodian staff.

- Maintains healthy staffing levels by recruiting, selecting, orienting, and training employees.
- Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results through ongoing and annual evaluation process; conducting training; implementing and enforcing systems, policies, and procedures.
- Maintains safe and healthy work environment by establishing and enforcing organization standards. Report accidents, developing and implementing inspection, data, forms, and techniques; develop staffing patterns and levels and correct practices.
- Completes operations by developing schedules including assigning and monitoring work; gathering resources; resolving operations problems; maintaining training manuals; implementing new procedures.
- Provides quality service by enforcing customer service standards.
- Contributes to team effort by accomplishing related results as needed.
- Collaborate with Operations Manager that includes, upkeep of supplies, restocking, repair and restore costs.
- Provide as a back up to custodial staff in case of availability issues, special projects, or to coach staff in proper standards.
- Other related duties as assigned.

Qualifications:

- Education – High school diploma or general education degree (GED).
- Experience – Minimum of 4 years of window cleaning, custodial or housekeeping experience required or equivalent combination of education and experience. Supervisory experience preferred. Experience in the hospitality industry is a plus;
- Skills – Good computer skills; Well-organized and responsible with an aptitude in problem-solving; Strong customer service skills
- Prior Supervisory experience is a plus. Must be mature and professional.
- Ability to remain professional and courteous with customers at all times

- Ability to effectively lead, develop and supervise a team if needed
- Ability to work independently and make sound leadership and customer service decisions
- Ability to proactively communicate, demonstrate flexibility and creative problem solving
- Skill in attending to detail.
- Safe handling of cleaning chemicals & equipment.
- Ability to work with service-oriented, extraordinary demeanor.
- Basic understanding and ability to communicate in English.
- Knowledge – of the methods, tools, materials and equipment used; applicable safety codes and regulations;
- Communication Skills – Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management; listening skills; pays close attention to details
- Excellent verbal and written communication skills
- Customer Focus – dedicated to meeting the expectations and requirements of internal and external customers; establishes and maintains effective relationships while gaining their trust and respect; A team player with a high level of dedication
- Organizational Skills – excellent organization skills uses resources and time effectively and efficiently
- Problem Solving – solves problems with effective solutions;
- Physical Demands- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to walk extensively; occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds. This position requires work inside and outside of the building and some exposure to adverse conditions.
- Teamwork – creates strong morale and spirit within the team; deals effectively and tactfully with departmental personnel and the public;

Computer Skills

To perform this job successfully, an individual should be proficient In Word and Excel.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

TO APPLY:

Please go to web address listed below

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000437737706#/>

No Phone Calls

This position offers a competitive salary and benefit package.

Cobo-Center SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal