



Job Title	Manager, Housekeeping I, II	Job Code	FS0220, FS0222
Pay Plan	A&P	Pay Grade	19, 20
Union	Non-Union	FLSA Status	Exempt
Job Family	Facilities	Union Code	000
		Subfamily	Custodial

Job Family & Subfamily Summary

Facilities Professionals plan, design, manage and/or perform activities related to the maintenance, construction and/or installation of facilities, infrastructure and grounds.

Custodial Professionals are responsible for cleaning and housekeeping of buildings and/or exterior areas. May involve trash and recycling removal and meeting room set-up.

Job Summary

Plans, implements, organizes, tracks, and monitors all aspects of housekeeping services operations including oversight on Housing FO Housekeeping Operations. Functions as the liaison with staff, administrators and students to promote, inform, and improve housekeeping practices and achieve the cleanliness level required by management.

Representative Duties

1.
 - Budget oversight for Housing operations
 - Improves workforce productivity, motivates staff to act as a high-performance team, communicates pertinent information, monitors staff performance, and provides documentation for any disciplinary communication
 - Responds to emergencies or other unforeseen situations
 - Serves as the primary point of customer contact to ensure customer satisfaction and communication
2.
 - High level oversight of all housekeeping operations in the Housing FO Housekeeping domain
 - Provides direct oversight of Housing Housekeeping Superintendents, with insight and guidance into the management and direction of front-line Housekeepers and Supervisors as the services develop and continues to support the overall Housekeeping program for the university
 - Develops the housekeeping preventive maintenance and job plans' schedules, standard operating procedures as well as the use and efficiencies to be gained in utilizing the AiM work order system
3.
 - Examines best industry practices and other model programs and develops a comprehensive plan for achieving operational objectives for consideration by university senior management
 - Develops department wide standard operating procedures, informational tracking formatting, procedural and developmental processes for the department, in addition to setting the standards for performance, documentation and information management in the unit and in the department
 - Prepares bid specifications and initiates requisitions and forms pertaining to the hiring of additional workers
 - Prepares and completes summer conference/semester turnover in conjunction with budget review of Housing operations in regards to performing turnover plans, staffing and budget needed, and after-action reviews to increase service levels and efficiencies in the Housing FO operations during these events

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
4+ years of relevant work experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I

- Work is closely supervised
- Problems faced are not typically difficult or complex
- Explains facts, policies and practices related to job area

Level II

- Works independently with general supervision
- Problems faced are difficult but typically not complex
- May influence others within the job area through explanation of facts, policies and practices

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.