

Essex Westford School District (“EWSD”)

Job Description Template

Job title	Assistant Director of Custodial Services and School Facilities
Classification	Exempt under the Fair Labor Standards Act (FLSA)
Compensation Level	E-36
Work Calendar	12-month
Updated	8/16/23

POSITION OBJECTIVES:

The Assistant Director of Custodial Services and School Facilities, under the supervision of the Director of Facilities and Safety, and in collaboration with the Assistant Director of Mechanical Systems and Skating Facilities Manager, provides strategic direction, leadership, and management for the overall administration and coordination of the district’s school and administrative building services. The Assistant Director manages the day-to-day building custodial and routine maintenance services of the District. The Assistant Director assists in the implementation of the District’s short and long-range master facilities planning and project management. The Assistant Director shall plan, coordinate, inspect, and evaluate the work of district-wide facility staff performing a variety of cleaning and general maintenance duties to ensure compliance with District cleaning and safety standards; coordinate the facility staff training program and assignment of the Districts’ custodial services; provide administrative and technical supervision to staff responsible for the cleaning and general maintenance of district and school site offices and classrooms; supervise and perform facility maintenance work; oversee and manage the implementation of school board policy and district procedures for community use of indoor district facilities.

ESSENTIAL ROLES:

- Leadership and Planning
- Policies, Procedures, and Standard Operating Protocols
- Project Management and Reporting
- Custodial and Routine Maintenance Services
- Community-based Facility Use Management
- Training and Development
- Supervision

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned:

- Assists the Director of Facilities in setting the overall strategic direction of the department, long-range goals, plans, and objectives, and implements custodial and routine maintenance programs for the district and its schools. Makes data-driven decisions about how to organize and align staffing and district resources. Gather feedback, engage broad stakeholder groups, develop training, and write procedures based on needs. Demonstrate commitment to continuous improvement.
- Assists the Director of Facilities and Safety to seek and implement innovative solutions to challenges such as fluctuating levels in school funding and personnel staffing, emerging technologies, and changing customer requirements.
- Assists the Director of Facilities and Safety in the selection of new materials, equipment, solutions, and devices for testing utilized in cleaning activities.
- Develops recommendations for new and modified programs, policies, regulations, and procedures for approval.
- Plays a key role in the development of the overall department’s budget, including the custodial operations budget and guidelines. Assists the Director in monitoring departmental expenditures and ensures those budget amounts and guidelines are met.
- Assists the Director with the development of capital budgets and initiates the preparation of annual reports and projections.

- Assists the Director with customer satisfaction evaluations to identify concerns and opportunities for responsive service improvement to ensure the excellence of custodial services.
- Implements in-house training/growth programs for department staff, including all custodial employees developed in collaboration with the Director.
- Under the direction of the Director, serves as Project Manager, develops Requests for Proposal, Requests for Qualifications, Invitations to Bid, etc., and works with architects, engineers, and/or construction managers on various projects with a strong importance placed on scope, adherence to budget, and established timelines.
- Maintains campus deferred maintenance list and develops an action plan to address deferred needs.
- Provides an annual deferred maintenance report at year-end that covers prior-year budgeted projects vs. completed projects.
- Attends and participates in required District meetings. Serves as a member of the District Operations Group.

CUSTODIAL & ROUTINE MAINTENANCE SERVICES MANAGEMENT

- Reviews and measures the quantity and quality of custodial work of assigned staff; conducts regular inspections and gives feedback and further training to staff. Models and develops a culture of quality and collaboration across the department.
- Creates and implements district-wide cleaning standards, and evaluates standards on an annual basis.
- Leads a collaborative process to establish an annual cleaning schedule, including summer work, communicates to all stakeholders; maintains the schedule throughout the year to ensure accuracy.
- Hires supervises and evaluates the performance and duties of all assigned custodial and facilities staff. Takes appropriate corrective action as necessary to ensure all safety measures and district standards are met.
- Consults with school personnel and administrators regarding custodial and routine maintenance services, site security, and special event coverage and coordinates maintenance services with custodial and school schedules.
- Participates in maintaining campus and building security, monitoring worksites, and reporting potential security concerns.
- Supervises, monitors and participates in custodial work including cleaning rooms, toilets, halls, walls, stairways, shops, gymnasiums, libraries, walls, fixtures, and equipment, including sweeping, polishing, mopping, dusting, dressing floors, vacuuming and disinfecting.
- Provide responsive customer service and build and maintain a positive working relationship with internal/external user groups and individuals through effective communication.

COMMUNITY-BASED FACILITY USE COORDINATION

- Collaborate with the Facilities and Safety Office Coordinator to consider and approve facility use requests.
- Regularly review the approved building use list to ensure cleaning and general maintenance duties do not interfere with approved activities.
- Ensure proper clean up of areas after the approved building use event.
- Authorize and provide for building access to user groups as needed.
- Monitor and ensure the safe and appropriate use of facilities by outside groups. Address and resolve conflicts or problems of inappropriate use by users.
- Maintain frequent communication with building stakeholders and district departments. Oversee a system and process for early identification of concerns and needs so that student/school use is prioritized and community access maximized.
- Coordinate vacation/summer facility scheduling. Communicate vacation/summer building availability to staff and community user groups, ascertain vacation/summer facility needs and find appropriate spaces.

This position is considered essential when emergency situations take place. Essential personnel is required to respond and oversee critical functions during district emergencies and closures.

SUPERVISION RECEIVED: Evaluated by, reports to, and receives direction from the Director of Facilities.

SUPERVISORY RESPONSIBILITIES: Supervision, direct and indirect, of approximately thirty-five to forty custodial staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To qualify for this position, an individual must be able to perform each essential duty outlined above and meet the following qualifications/competencies. Folks without the preferred or desirable qualifications listed below (as noted) are still encouraged to apply if they believe they have the lived experiences and disposition needed to be successful:

Qualification/ Competency	Description/
Training & Experience	<ul style="list-style-type: none"> ● Minimum of an Associate's degree preferred. ● Minimum of five (5) years of experience with large-scale, commercial/institutional facilities management/oversight experience, at least two (2) years of which shall have been in a supervisory role. ● Past experience with facility planning, procurement, regulatory compliance, and report, or other similar experience desirable.
Certifications/ Licenses	<ul style="list-style-type: none"> ● <u>VT Driver's License:</u> This position shall involve driving a District vehicle. As such, employee must hold a valid VT Driver's License and must maintain an acceptable driving record.
Knowledge	<ul style="list-style-type: none"> ● Comprehensive knowledge of custodial/facility management principles, best practices, and related regulations and policies required. Demonstrated ability to advise internal and external customers on matters of building cleaning and upkeep required.
Technology Skills	<ul style="list-style-type: none"> ● Highly proficient and effective in the use of technology tools. Able to effectively and efficiently use Google Suite applications (Google Docs, Google Sheets, Gmail, Calendar), database programs, and web database tools. Knowledge of two-way radio communication systems and building management software.
Travel Requirements	<ul style="list-style-type: none"> ● Must have reliable transportation to and from work. Position is also required to travel between district locations as part of the essential requirements for the job. Employee shall be reimbursed for travel between work locations at the IRS approved rate for mileage reimbursement.
Attendance	<ul style="list-style-type: none"> ● Must also be able to participate in required meetings and/or training that are held outside of the normal workday or work hours. The employee must be willing and able to work evenings and/or weekends as needed.

Skills and Abilities: We are also seeking candidates who have or are able to develop the following additional skills and abilities.

- Commitment to Professional Growth and Development: Acquire needed skills and knowledge with little reluctance. Keeps abreast of trends, best practices and changes in their field. Accepts and uses constructive feedback to learn and improve skills
- Dependability/Accessibility: Able to effectively work without specific direction, and with minimal supervision. Able to follow through on commitments and take responsibility for own action.
- Communication Skills: Great oral and written communication skills. Good listening skills. Able to read, write and

comprehend comprehensive and complex documents, reports, operating practices, procedure manuals and other business documents. Able to present information to and effectively respond to questions from others. Able to communicate efficiently and effectively with a wide variety of individuals.

- **Adaptability:** Versatile and capable of handling diverse assignments. Able to effectively work under pressure and adapt and respond to changing situations. Able to identify and implement improvements to systems and practices to increase efficiency and effectiveness.
- **Motivation/Initiative/Innovation:** Driven to identify improvements to systems and practices to increase efficiency and effectiveness. Thinks “outside the box” for new and innovative solutions.
- **Planning/Organizational Skills:** Uses time efficiently. Able to effectively prioritize tasks.
- **Problem Solving Skills:** Demonstrates good reasoning and analysis skills. Able to effectively identify, analyze and solve problems. Able to effectively use discretion and independent judgment.
- **Teamwork and Collaboration Skills:** Works cooperatively, supportively and effectively with others. Contributes towards building a positive team spirit. Effectively collaborates with others.
- **Impact on Climate:** Able to effectively contribute to a positive, friendly, respectful, inclusive and professional work environment. Keeps equity and inclusion at the forefront of actions and decisions.
- **Interpersonal/Relationship Building Skills:** Interacts with others in a friendly, respectful, tactful and positive manner. Able to effectively work in a diverse work group and respects and values multiple perspectives and opinions.
- **Safety:** Able to effectively recognize, manage and help resolve/mitigate workplace hazards. Able to effectively help enforce school/district rules for safety and behavior.
- **Leadership/Supervisory Skills:** Able to provide regular and constructive feedback to staff. Able to accept constructive feedback to grow practices. Effectively delegates tasks. Supports fair and equitable treatment. Able to effectively supervise staff and hold them accountable for their actions and behaviors. Able to effectively motivate others to grow and develop. Able to create a culture of inclusion, trust, caring, and openness/transparency. Able to build strong working relationships with other departments. Able to effectively distribute leadership.

PERFORMANCE EXPECTATIONS:

Frequency	Code	Description
Sometimes	S	activity may exist sporadically, but not on a consistent basis.
Occasionally	O	activity exists on a consistent basis for less than 1/3 of the time
Frequently	F	activity exists from 1/3 of the time up to 2/3 of the time
Constantly	C	activity exists for 2/3 or more of the time
Not Applicable	NA	activity is not present in the position

PHYSICAL EFFORT AND STRESS:

The employee must have the physical ability to perform the essential functions of the job as outlined above, in addition to the following (Indicate appropriate code from above):

	<i>Frequency Code</i>	<i>Essential</i>	<i>Not Essential</i>
SITTING	F	X	
STANDING	F	X	
WALKING	F	X	
SEEING	C	X	
HEARING	C	X	

TALKING	C	X	
DEXTERITY (hands/fingers)	F	X	
USE OF COMPUTERS AND EQUIPMENT	F	X	
LIFTING			
up to 10 lbs.	F	X	
10-25 lbs.	F	X	
25-50 lbs.	F	X	
50-100 lbs.	O		X
100+ lbs.	S		X
CARRYING			
up to 10 lbs.	F	X	
10-25 lbs.	F	X	
25-50 lbs.	F	X	
50-100 lbs.	O		X
100+ lbs.	S		X
BENDING/SOOPING	F	X	
PUSHING/PULLING	F	X	
TWISTING	F	X	
CLIMBING	O		X
BALANCING	NA		X
CROUCHING	O	X	
KNEELING	O	X	
CRAWLING	NA		X
REACHING (i.e., overhead)	O	X	
HANDLING	F	X	
DRIVING	O	X	
REPETITIVE MOVEMENTS (hands, feet)	O	X	
MANAGING STRESS	F	X	
RESOLVING CONFLICTS	F	X	

[Click here](#) for a definition of each of the physical demands listed above

WORKING CONDITIONS/ENVIRONMENTAL FACTORS:

All conditions common to a school building including, but not limited to, the following (indicate appropriate code from above):

	<i>Frequency Code</i>		<i>Frequency Code</i>
EXPOSURE (dust, dirt)	O	EXPOSURE (hazardous equipment)	S
EXPOSURE (extreme heat – non-weather, flames)	NA	EXPOSURE (chemicals, hazardous materials)	S
EXPOSURE (extreme cold – non-weather)	NA	Uneven Terrain	O
EXPOSURE (fumes, odors)	O	Outdoor Weather Condition	O
EXPOSURE (viruses, infectious diseases)	F	Vibration/Noise	F
EXPOSURE (water)	O	Heights	O

OTHER DUTIES AND QUALIFICATIONS:

This general outline illustrates the type of work, which characterizes the Job Classification. It is not designed to cover or contain a comprehensive listing of activities, duties, responsibilities and qualifications that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NON-DISCRIMINATION:

EWSD is committed to maintaining a work and learning environment free from discrimination. Employment decisions are based on merit and business needs, and not on the basis of race, color, ancestry, religion, gender, age, marital/civil union status, national origin, sexual orientation, place of birth, citizenship, veteran status, disability, gender identity, genetic information or other protected class as defined and required by state and/or federal laws.