Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- The Custodial department for the College is operated and maintained
- Budget management, as well as technical and supervisory support to the Custodial department is provided
- Goals and standards for the Custodial department are developed and implemented
- Training programs, both technical and those required by VOSHA, are developed
- Contact with staff and community is maintained on a daily basis and department is represented at committees
- Summer cleaning and determinations for new carpet/flooring are made
- Leadership is provided that promotes staff to do their best and achieve the Custodial department standard of a clean and safe environment for the campus community
- Back up for the Director of Facilities is provided, as needed

Essential Duties and Responsibilities:
- Manages Custodial Services activities including training, maintaining staffing levels, personnel management, and technical expertise for support of the Custodial staff
- Meets with the supervisors on a daily basis
- Communicates directly with a variety of contacts daily via telephone and e-mail
- Orders supplies and equipment to assure staff has sufficient materials and equipment to do their job
- Completes department-related paperwork daily
- Creates training programs and presents information to all new hires and conducts refresher training for existing staff
- Designs supervisor’s and operation manuals, updating content as needed
- Manages departmental workload across three shifts and assigns overtime as appropriate
- Conducts staff meeting with entire staff every six to eight weeks
- Holds weekly meetings with supervisors
- Coordinates, with Student Life and Special Events, the activities of the summer and directs the Trades and Custodial staff when these needs must be met
- Oversees and coordinates activities of any contractors engaged in Custodial and related services
- Resolves complaints and concerns in a constructive, timely manner
- Fosters a cooperative, positive and productive work environment
- Develops and maintains record keeping systems and procedures
- Applies knowledge of custodial standards and procedures
- Works with vendors and contractors on a variety of projects

Secondary Responsibilities:
- Serves on campus committees
- Attends trainings when opportunities arise

Positions Supervised:
- Supervisors (minimum of 2)
Saint Michael’s College  
Job Description  
Job Title: Associate Director of Facility Services/Custodial Services

- Custodians (minimum of 41)  
- Summer labor

**Major Contacts:**  
- Director of Facilities and staff  
- Custodial supervisors  
- Custodians  
- Human Resource personnel  
- Residential staff  
- Students  
- Sodexho  
- Visitors  
- Vendors and contractors  
- Financial Services

**Demonstrates Excellence:**  
- Applies consistency and competence to staff hiring practices and procedures  
- Meets “standard of cleanliness”, which is determined as acceptable by Quality Assurance inspections  
- Is self-motivated and assertive, with strong people skills  
- Exhibits good work ethics and a trustworthy character  
- Makes decisions that are fair and consistent, using strong analytical skills  
- Has a good handle on budget management and keeps clean, accurate records  
- Displays good communication skills, both orally and in writing, and feels comfortable initiating conversation at all levels

**Education and Work Experience:**  
- Associate’s degree or equivalent combination of education and experience  
- Seven years of supervisory experience, including budget management  
- General knowledge of Custodial Services

**Analytic Skills:**  
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

**Language and Literacy Skills:**  
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

**Computer/Technology Skills:**

<table>
<thead>
<tr>
<th>Software</th>
<th>Level</th>
<th>Working Knowledge</th>
<th>Intermediate</th>
<th>Highly Proficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word</td>
<td>None</td>
<td>X</td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Microsoft Powerpoint</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>None</td>
<td>X</td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Quark</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Datatel</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
<tr>
<td>Internet Research</td>
<td>None</td>
<td></td>
<td>Intermediate</td>
<td>Highly proficient</td>
</tr>
</tbody>
</table>

**Other:**  
- School Dude, CMS

**Licenses, Certifications and Other Requirements:**  
- Must meet driver’s eligibility requirements as stated in the Saint Michael’s College Vehicle Use Policy  
- Other Industry recognized credentials
Physical Demands:
Work is often performed in a typical non-office environment requiring:
- Standing and/or walking for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Basic agility for lifting and maneuvering large amounts of weight
- Communication skills using the written and/or spoken word
- Vision sufficient to see objects within normal parameters, peripherally and at a distance
- A great deal of physical effort, often required to balance, stoop, kneel, crouch or crawl
- Some degree of exposure to physical risk

While performing the duties of Associate Director of Facility Services/Custodial Services, the employee is required to lift and/or move 26-50 pounds.

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 a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability for second and third shifts
- Ability to give and receive ongoing training
- Flexibility to work irregular hours, conduct some overnight travel and participate in on-call rotational 24/7
- Use of personal vehicle

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.