

# Job Description



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<b>Job Title:</b>	<b>Supervisor, Cleaning Services (3 positions)</b>
<b>Department:</b>	Housing and Residences
<b>Reports To:</b>	Manager, Cleaning Services
<b>Jobs Reporting:</b>	Residence Housekeepers (7-10 positions) Residence Attendants (2-5 positions)
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	August 2017

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## **Primary Purpose**

The Supervisor, Cleaning Services is accountable to the Manager, Cleaning Services for leading and supervising the staff, and for coordinating the processes, activities, and external service providers involved in the provision of outstanding cleaning services in the incumbent's area in the Department of Housing and Residences.

## **Key Accountabilities**

<p>Leadership – Responsible for providing excellent leadership to Cleaning Services staff using a coaching and mentoring approach.</p> <ul style="list-style-type: none"><li>• Create and maintain positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations that align with the Department's mission and the University's strategic plan to help employees create clear paths to success.</li><li>• Effectively measure and evaluate performance through both formal performance appraisals and informal methods such as regular feedback, coaching, and one-on-one conversations.</li><li>• Identify development opportunities in direct reports and create development plans that will enable employee growth and improved performance at all levels of responsibility.</li></ul>
<p>Staff Supervision – Responsible for providing excellent supervision to Cleaning Services staff including:</p> <ul style="list-style-type: none"><li>• Recruit (hiring processes, onboarding activities)</li><li>• Manage and evaluate staff performance</li><li>• Administer personnel policies and procedures in consultation with the Manager, Cleaning Services as they relate to staff in the incumbent's area i.e.) sick time, vacation, overtime, leaves of absence, safety/injuries, return to work initiatives</li><li>• Co-ordinate staff training and development opportunities for staff in consultation with the Assistant Manager, Cleaning Services.</li><li>• Ensure safety and wellness initiatives and procedures are effectively followed including the application of Workplace Hazardous Materials Information System (WHMIS) and Occupational Health and Safety Act (OHSA).</li></ul>
<p>Operations Management: Cleaning - Responsible for planning and coordinating schedules, activities, and resources (equipment, supplies, staff, and external service providers) to effectively provide cleaning services in the incumbent's area.</p> <ul style="list-style-type: none"><li>• Collaborate with other Cleaning Services Supervisors and Residence Facilities colleagues</li><li>• Help create and implement cleaning standards and best practices in day to day cleaning</li><li>• Apply consistent operating procedures and processes to ensure effective and efficient workflow</li><li>• Plan and co-ordinate end of term processes working in collaboration with others for the turn-over of all residence bedrooms and community space in the incumbent's area within very tight timelines.</li></ul>
<p>Fiscal Management – Accountable for contributing to the effective use of financial resources for Cleaning Services</p> <ul style="list-style-type: none"><li>• Maintain records for budgets, work hours, payrolls, and other data that contributes to effective and efficient delivery of cleaning services.</li></ul>

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<ul style="list-style-type: none"> <li>Follow university policies and procedures for the effective procurement of supplies, equipment, and 3<sup>rd</sup> party service providers when required.</li> </ul>
<p>Measurement and Evaluation – Responsible to collect and maintain Key Performance Indicators and other measures of performance that align with the strategic direction of the Cleaning Services unit.</p>
<ul style="list-style-type: none"> <li>Provide data, progress reports related to effectiveness and continuous improvement goal achievement</li> </ul>
<p>Project Co-ordination – Responsible for actively coordinating multiple regular and special projects that relate to Cleaning Services.</p>
<ul style="list-style-type: none"> <li>Conduct research, compile statistics, develop reports, and communicate results</li> </ul>

## Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>Completion of a post-secondary diploma or degree (or equivalent experience) preferred.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience supervising staff is required</li> <li>Experience coordinating multiple projects is required</li> <li>Experience with planning, scheduling, and assigning resources (human and physical) to complete work is required.</li> <li>Ability to negotiate, resolve conflicts, and solve problems effectively is required.</li> <li>Experience working in a student environment is considered an asset</li> <li>Experience making evidence-based decisions considered an asset.</li> <li>Competencies will include, people management, resource allocation, interpersonal, organizational and communication skills</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>Working knowledge of or ability to interpret occupational health and safety regulations is required.</li> <li>Proficient computing skills, specifically with Microsoft Office applications and financial reporting related software required</li> <li>Ability to use web related and mobile communication tools required</li> <li>Progressive experience with materials and methods involved in the cleaning of multi-unit residential buildings is required</li> <li>Working knowledge of the roles all building-related trades play within a facility management operation is considered an asset</li> <li>Operational knowledge of information systems preferred</li> </ul>

## Nature and Scope

- Contacts:** Internally this position: interacts regularly with supervisors and frontline staff in Residence Facilities, and other staff in the Department of Housing and Residences. provides direction and support to Cleaning Service staff collaborates occasionally with colleagues in Human Resources, Occupational Health, the Safety Office, and the larger university community Externally, this position interacts regularly with 3<sup>rd</sup> party service providers (contract cleaning/service companies), interacts occasionally with supply and equipment providers
- Level of Responsibility:** This position is responsible and accountable for coordinating the provision of cleaning services in the incumbent's area. This includes supervising the Cleaning Services staff, managing the various processes and resources in order to fulfill this service requirement.  
This position provides overall leadership and direction to Cleaning Services staff, through effective supervision and coaching. This position provides co-worker support to colleague Supervisors on the Residence Facilities Management Team within the Department of Housing and Residences.
- Decision-Making Authority:** This position has decision making authority for accountabilities related to the provision of cleaning services in the incumbent's area as it relates to day to day management of people and operations. These types of decisions include: staffing decisions (recruitment, performance, development, and discipline), service standards, procedures, workload/priority management, and expense management for financial accounts related to the incumbent's area. This

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position makes recommendations to the Manager, Cleaning Services about improved service opportunities that will positively impact the overall Cleaning Services processes.

- **Physical and Sensory Demands:** This supervisory role in an office setting, yet involves moderate physical demands (walking and stair climbing when performing building inspections and quality control), along with moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** This role is exposed to stress and pressure associated with positions that are responsible for supervising full-time employees. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of year, that result from working within a student residential environment.