



SUPERINTENDENT OF SYSTEM SERVICE

JC: 000164
PB: 11
FLSA: Exempt

BU: 95 (Non-Rep)
Created: October 2017
Updated: August 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, manages and oversees the activities and operations of the District's industrial cleaning program; manages, oversees and coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex administrative support to higher level management; and performs related duties as assigned.

CLASS CHARACTERISTICS

This senior manager classification is responsible for managing and overseeing, through subordinate supervisory levels, on a multiple shift basis, the District's industrial cleaning program including the cleaning and maintenance of stations and exterior areas including all stations, patios and plazas. The incumbent is accountable for accomplishing division goals and objectives as well as providing operating procedures and policies, technical decision-making, budget administration and overall personnel management. This classification is distinguished from the Assistant Chief Maintenance Officer, Facilities in that the latter has responsibility for managing and directing a broad variety of maintenance and engineering activities for the District.

REPORTS TO

Assistant Chief Maintenance Officer, Facilities

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assumes management responsibility for assigned services and activities of the System Service Division including the development, implementation, management and administration of the District's industrial cleaning programs and standard.
2. Manages, develops and implements metrics, goals, objectives, policies and priorities for assigned programs; recommends and administers District industrial cleaning policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates and reviews the work plans for assigned staff and supply contract

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services; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems; ensures that contractors fulfill contractual obligations.

5. Plans, directs, reviews and evaluates the inspection, testing and level of standard performed by employees to determine if standard meets the department expectations; continuously identifies ways to enhance operational effectiveness by creating benchmarks and juxtaposing them in similar operations; drives organizational change through leadership, accountability, persistence, and communication.
6. Directs and participates in the analyses of highly complex and technical custodial opportunities/issues; develops and implements effective and efficient solutions; prepares and submits related reports.
7. Oversees and monitors the safety and technical training programs for assigned District staff; ensures that all training is effective and accurate; oversees and directs technical/program upgrades and developments related to equipment purchase, training program, overall development of the system service programs.
8. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon District operations; recommends and implements equipment, practice and procedural improvements. Drives continuous improvement.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Oversees and participates in the development and administration of the System Service Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
11. Serves on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
12. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to the System Service programs, policies and procedures as appropriate.
13. Responds to and resolves difficult and sensitive citizen inquiries and complaints related to the District's industrial cleaning program and projects; negotiates and resolves sensitive and controversial issues.
14. Evaluates and recommends the purchase and use of new industrial cleaning materials and equipment; develops procedures for the use of new industrial cleaning equipment.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of industrial cleaning / janitorial services.
16. Provides responsible and reliable staff assistance to the Assistant Chief Maintenance and Engineering Officer (Facilities).

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a comprehensive industrial cleaning program for a rail transit system for a large metropolitan area.
- Principles and practices of industrial safety.
- Principles and practices of contract administration.
- Methods, techniques, inspection, maintenance, materials and equipment used in a large industrial cleaning program.
- Principles and practices of project scheduling.
- Industrial cleaning principles and practices.
- Technology and equipment related to a large industrial cleaning program.
- Principles and best practices of driving Organizational change
- Decision making and reasoning skills and ability to develop original ideas to solve problems, perform operations analysis and quality control analysis.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Related Federal, State and local laws, codes and regulations.

Skill in:

- Overseeing and participating in the management of a comprehensive industrial cleaning program.
- Selecting, supervising, training and evaluating staff.
- Participating in the development and administration of division goals, objectives and procedures.
- Preparing and administering large program budgets.
- Preparing clear and concise administrative and financial reports.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.
- Researching, analyzing and evaluating new service delivery methods and techniques.
- Reading and interpreting technical manuals, diagrams, drawings and blueprints.
- Developing and implementing safety training programs.
- Knowledge in implementing and executing a quality program.
- Demonstrated knowledge in custodial and industrial cleaning programs.
- Interpreting contracts and ensuring that contractors fulfill obligations.
- Strong active listening skills and dynamic flexibility, critical thinking, and ability to multi-task and employ strong time management skills.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted during work.
- Interpreting and applying Federal, State and local policies, laws and regulations.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration or a related field from an accredited college or university.

Experience:

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Seven (7) years of (full-time equivalent) verifiable experience in the janitorial/industrial cleaning which must have included at least two (2) years of administrative and supervisory experience.

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; field environment; construction site environment; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting prolonged periods of time; Ability to perform field inspections and investigations.

EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: No