

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
CUSTODIAL SERVICES SUPERVISOR**

**I. INTRODUCTION**

A. Purpose of This Classification specification

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future supervisory positions which are responsible for a crew of custodians assigned to clean state-operated buildings. This classification specification is not intended to identify every duty which may be assigned to positions but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses supervisory positions which are responsible for overseeing custodian crews which perform manual custodial tasks within a variety of state facilities, including office buildings, classrooms, health-care facilities, student center buildings, correctional facilities, residence halls, military lodging/billeting quarters, and athletic facilities. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats, as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not supervise custodians.
3. Positions which supervise a complex custodial and/or other comparable operation for an entire institution or a significant segment of a major institution for a majority of the time and are more appropriately classified as Custodial Services Program Supervisor.
4. Positions which perform duties and responsibilities for a specialized portion of a buildings and grounds maintenance and repair program for a majority of the time, and are

more appropriately classified as Power Plant Superintendent, Crafts Worker Supervisor, Maintenance Supervisor, or similar supervisory title.

5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is typically by competitive examination.

## II. DEFINITION

### CUSTODIAL SERVICES SUPERVISOR

This is responsible work related to the supervision of custodial operations within state-operated buildings. Positions allocated to this classification are responsible for overseeing custodial crews in an assigned area, which may include a number of buildings, a portion of a major building complex, or an entire institution or building complex. Employees in this class may have subordinate custodial lead workers assisting them in the day-to-day direction of work. This is the highest level custodial services classification at a UW campus. Positions allocated to this level at a comprehensive institution or doctoral campus report to a Custodial Services Program Supervisor or a higher-level administrator with a broad area of responsibility which exceeds custodial services. Work is performed under general supervision.

Examples of work performed include any combination of the following, but are not limited to:

- Supervise staff, which may include lead-workers
- Recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline, and adjustment of grievances of subordinate employees
- Supervise all aspects of a building cleaning operation, including making work assignments and reviewing work
- Conduct periodic inspection of areas to check for quality of cleaning performed
- Check for needed building and equipment repairs and write work orders
- Write purchase requests for supplies and maintain an inventory control
- Maintain employee time records and arrange vacations and sick leaves
- Prepare physical building space arrangements for conferences and other special events
- Plan and assign work to be performed by the cleaning crews
- Make regular inspections of utilities, such as plumbing, heating, and ventilating equipment, and report the need for repairs and replacements to the supervisor
- Participate in testing new cleaning methods, products, and equipment
- Make reports and keep record of methods and procedures and products being used in the cleaning operation
- Supervise all aspects of hotel cleaning operations
- May direct students or other limited-term employees, and/or inmates of correctional facilities

## III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe supervisory positions which are responsible for directing custodial operations. This classification replaces the Housekeeping Services Supervisor 1 classification and the Custodial Supervisor 1 and 2 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.

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