

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Housekeeping Supervisor I

CLASS CODE: 3715

GENERAL DESCRIPTION OF DUTIES:

Incumbents supervise housekeeping activities and personnel.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level managerial classification in the Building Operations Series – Housekeeping Group job family within the City of St. Louis. Incumbents perform a limited variety of moderately complex duties. The distinguishing characteristics of this classification within the series include responsibility for providing direct supervision of housekeeping staff.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions;

Signing performance plans and appraisals;

Resolving informal grievances or formal grievances at the first step; and

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Allocates and issues supplies and equipment to subordinate personnel.

Records completed work and prepares related work reports.

Receives and resolves complaints regarding housekeeping matters.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide first line supervision. Ability to persuade, convince, and train subordinates. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as motor vehicle, custodial tools/equipment, two-way radio and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as regulations, blueprints, correspondence and general operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, division; and calculate percentages, decimals and fractions.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

Environmental Factors:

Work is normally performed under generally safe and comfortable conditions where exposure to adverse environmental situations poses a very limited risk of injury.

Physical Requirements:

Requires the ability to stand, stoop and bend to inspect the work of subordinates.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of shapes, sounds and odors associated with job-related objects, materials and tasks to inspect the quality of work performed by subordinates.

EDUCATION AND EXPERIENCE STATEMENT:

Five (5) years of experience performing a wide range of custodial tasks.

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