

City of Madison

Job Description



Title: Custodial Supervisor

Department: Facilities & Grounds

FLSA Status: Exempt

Pay Grade: 111

New Position Position Change Effective Date 7/7/2025

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The Custodian Supervisor is responsible for overseeing the daily operations of custodial, grounds maintenance services, and pest control services across City facilities and grounds and properties. This position ensures that buildings are clean, safe, and well-maintained, and that outdoor spaces are properly landscaped and presentable year-round. The Supervisor plans, assigns, and inspects work performed by custodial and groundskeeping staff, ensures compliance with safety and environmental regulations, and manages the use and maintenance of cleaning and landscaping equipment. This role also includes monitoring supply inventories, assisting with budget recommendations, and providing hands-on support as needed. The ideal candidate will demonstrate strong leadership, attention to detail, and a commitment to maintaining high standards for both indoor and outdoor public spaces.

Essential Functions/Major Responsibilities:

- Plans, schedules, assigns, and supervises the work of custodial and landscaping staff and vendors/contractors across City buildings and grounds.
- Inspects facilities and grounds and outdoor areas to ensure proper cleaning, maintenance, and landscaping standards are met.
- Trains staff on safe and proper use of equipment, cleaning chemicals, and landscaping tools in compliance with safety regulations and environmental guidelines.
- Oversees the use and preventative maintenance of custodial and groundskeeping equipment; coordinates repairs or replacement as needed.
- Monitors inventory of supplies and materials; prepares purchase requests and ensures cost-effective use of resources.
- Responds to emergency maintenance or cleaning needs during and outside of regular hours, including weather-related events or facility incidents.
- Ensures compliance with OSHA, EPA, and other applicable safety and sanitation standards.
- Maintains accurate records of staff schedules, inspections, equipment logs, and work orders.
- Assists in the preparation of operating budgets and monitors expenditures related to custodial and landscaping operations.
- Communicates effectively with staff, vendors, and department leadership to coordinate services and resolve issues.

- Performs custodial and landscaping duties as needed to support team operations or address urgent maintenance needs.
- Enforces departmental policies and procedures; participates in the hiring, evaluation, and discipline of custodial and landscaping personnel.

Secondary Functions:

- Performs other related duties as required.

Job Scope:

Performs duties under general leadership of the Director of Facilities & Grounds or the Deputy Director of Facilities & Grounds with little direction given, operating from established schedule and instructions.

Supervisory Responsibility:

Daily supervision of janitorial, pest control, and landscaping crews. Provides leadership, mentoring, counseling, appraising and training and development for all employees. Monitors performance and maintains schedules.

Interpersonal Contacts:

- Interacts with team of workers, including professional and administrative staff.
- Must be able to follow instructions from supervisor.
- Must be able to provide clear directions to subordinate team members.
- Interacts with contractors and vendors to ensure contract compliance.

Knowledge, Skills, and Abilities:

- Knowledge of custodial and grounds maintenance procedures, equipment, and best practices.
- Knowledge of chemical safety and proper handling of cleaning agents, fertilizers, herbicides, and pesticides.
- Knowledge of OSHA regulations and applicable local, state, or federal safety and environmental standards.
- Knowledge of basic horticulture and turf management techniques.
- Knowledge of equipment maintenance for custodial and landscaping tools/machinery (e.g., floor buffers, mowers, trimmers).
- Knowledge of inventory control and supply ordering systems.
- Knowledge of supervisory principles, scheduling, and personnel management.
- Skill in operating and training staff in the safe use of custodial and landscaping equipment.
- Skill in inspecting work areas and identifying cleanliness, safety, or maintenance issues.
- Skill in planning and organizing work schedules for custodial and groundskeeping staff.
- Skill in resolving personnel and operational issues efficiently and tactfully.
- Skill in maintaining accurate records of staff attendance, inventory, maintenance logs, and work orders.
- Skill in time management and prioritizing work across multiple facilities and grounds or locations.
- Ability to lead and supervise a team, including assigning tasks, training, evaluating performance, and providing feedback.

- Ability to interpret and follow written procedures, work orders, and material safety data sheets (MSDS).
- Ability to communicate effectively, both orally and in writing, with staff, vendors, and facility managers.
- Ability to work independently and make sound decisions in the absence of direct supervision.
- Ability to establish and maintain effective working relationships with staff, contractors, and the public.
- Ability to respond to emergencies or facility-related incidents outside of regular work hours, if needed

Education and/or Experience:

- High School Diploma or GED preferred.
- Five (5) years of experience in facilities and grounds maintenance.
- Strong work history of dependability and performance.

Additional Requirements:

- Strong background record required, due to accessibility to employee and city property.
- Alabama Driver's license and good driving record required for delivery of cleaning equipment and supplies.

Job Conditions:

- Work around dirt, dust, germs, chemicals, cleaning supplies, and unsanitary conditions at times.
- Work schedule may be changed at any time to accommodate business needs.

Physical Capabilities:

- This position's physical requirements involve medium work exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Ability to see well enough to drive vehicles and read product and equipment information (corrective lens acceptable).
- Must have full range of physical motion to operate various tools and equipment.
- Frequent standing or on feet 5 to 8 hours per day.

Mayor Approval, Date

Department Head Approval, Date