**Building Environmental Services Manager**

**DESCRIPTION OF WORK:**

This is managerial work in institutional services support for State agencies and universities in the areas of building environmental services, grounds and laundry services. Work involves short and long-

term planning of institutional services, and negotiation for services required, including making final decisions regarding service delivery. Duties require judgment and discretion in planning a steady workflow

and in making decisions relative to maintaining standards of cleanliness and quantity of production.

Employees work independently under general supervision of a higher level administrator.

Duties may include reviewing and approving a variety of records and reports.

**EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.**

**CONTRIBUTING:**

- **Knowledge--Technical:** Implements the use of tools, products, processes and/or machinery within narrowly defined parameters to facilitate an efficient and effective environmental services program.

- **Customer Service:** Listens and responds to customer needs promptly and respectfully.

- **Planning & Organizing Work:** Plans daily work or weekly work to meet established objectives.

- **Managing Work & Performance:**

Implements adjustments as needed.

- **Budgeting:** Operates within assigned budget.

Recommends new needs.

- **Training:** N/A.

- **Human Resources Management:** Resolves minor problems and complaints on an informal basis. May recommend initial disciplinary action. Participates with considerable

influence in recruitment and selection process. Ensures benefits information is shared.

Participates in performance appraisal,

classification, compensation and salary administration issues.

**JOURNEY**

- **Knowledge--Technical:** Researches and implements the use of new tools, products, processes and/or machinery within the broad scope of a program to facilitate an efficient

and effective environmental services program.

- **Customer Service:** Recognizes potential problems in service, and addresses and resolves promptly and respectfully.

- **Planning & Organizing Work:** Plans work operations, sets priorities, and sets deadlines. Modifies methods, procedures, workflow and assignments to respond to fluctuating priorities, methodologies and/or staff capabilities.

- **Managing Work & Performance:** Participates in establishing rules, standards, guidelines, policies governing quality and quantity of work.

- **Training**: Determines training needs and skill in providing training necessary to give employees the in-depth competencies, knowledge, skills and abilities to perform all assigned tasks and to develop/advance careers.

- **Budgeting:** Evaluates budget needs and recommends priorities. Makes routine fund transfers and recommends decisions for significant fund transfers.

- **Human Resources Management:** Resolves and recommends formal or informal disciplinary/grievance actions up to and including dismissal. Decides on staffing, appointments, promotions, reassignments, et cetera.

**ADVANCED**

- **Knowledge--Technical:** Incorporates new products and methodologies into the program.

- **Customer Service:** Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.

- **Planning & Organizing Work:** Establishes goals. Determines needs and plans for use of staff, space, equipment, other resources. Makes significant changes in organizational structures, methods, procedures, other resources and allocation of manpower to maintain ongoing work while adapting to changing goals and missions.

- **Managing Work & Performance:** Develops and gives final approval of rules, standards, guidelines, policies, governing the quality and quantity of work.

- **Training:** Establishes training programs to facilitate organizational growth and development.

- **Budgeting:** Formulates final budget proposals. Justifies to higher authorities. Ensures execution of budget in compliance with fiscal policies.

- **Counseling and Disciplining:** Develops internal policies and grievance procedures. Takes action on dismissal/grievance recommendations. Exercises delegated authority for all personnel administration actions.

**MINIMUM TRAINING AND EXPERIENCE**: Graduation from High School or possession of a GED, and four years of experience in the area assigned, two years of which must have been supervisory; or an equivalent combination of training and experience.

Degrees must be received from an appropriately accredited institution. Where applicable, must be eligible for required certification.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.