University of New Haven
Manager Custodial Services – Search #12-92

The University of New Haven has an exciting opportunity for a Custodial Manager within the Facilities Operations department at their West Haven CT. campus.

Reporting to the Director of Facilities, the successful candidate will have wide latitude to exercise independent judgment and initiative, while managing all custodial operations at UNH. Candidate is responsible for the evaluation and revision of custodial & grounds policies and standards to meet the changing requirements of the UNH campus. Creates an environment where the management and staff of Custodial Services thrive, grow and excel in the delivery of service to the UNH community.

This individual will be responsible for and direct the provision of Custodial Service and grounds maintenance in support of all UNH facilities and will develop strategies and initiatives within these areas. This position requires a comprehensive knowledge of University and Departmental policies and procedures.

Primary Responsibilities:
Manages all aspects of custodial operations, including recruitment, training and retention of staff members, scheduling and directing moving and grounds maintenance activities, recommend cleaning supplies and equipment, customer service interactions and problem resolution, and compliance with Federal, State, Local and University rules, regulations and policies. Responsible for the planning and scheduling of custodial work to ensure effective use of University resources. Responsible for managing contracted grounds maintenance services. Responsible for the preparation and management of the annual departmental budget. Compares alternate solutions and determines how to best utilize staff members and outside contractors. Responsible for the actions and results produced by supervisors and staff members. Works closely with the Office of Residential Life, oversees cleaning, maintaining and set-up of student housing and events. Schedules and directs staff laborers.

Provides technical direction and support for contracted custodial services at UNH leased properties.
Solicits guidance from and provides assistance to Labor Relations on contract and personnel issues.

Skills and Knowledge:

This position requires an experienced Custodial Manager who has expert custodial knowledge and excellent organizational skills. Incumbent must have experience working in a 24 hour 7 day environment managing multiple shifts. Incumbent must be a skilled negotiator that can facilitate the resolution of conflicts among management and union staff members, and among internal and external customers. The incumbent must be able to create a participatory working environment where the opinions of all parties are sought, and objectively considered throughout the decision-making process, and be able to determine the most effective means and methods for all custodial operations. Assisting in the development of staff assignments and work routines is also a function of this position.

Experience:

A minimum of ten years combined supervisory and managerial experience in the field of custodial services and grounds responsibilities including sustainable practices in a union environment. Must have experience working in a large facility or campus environment requiring 24/7 responsibilities.

Send cover letter and resume to:
Search #12-92

University of New Haven
300 Boston Post Road • West Haven, CT 06516
via email to hrdept@newhaven.edu (electronic submission is requested)

UNH is an Equal Opportunity, Affirmative Action Employer