# CITY OF HOUSTON

**JOB DESCRIPTION**

Job Code: 926.6

Job Title: **AIRPORT OPERATIONS SUPERVISOR - CUSTODIAL**

Pay Grade: 21

## GENERAL SUMMARY:

Provides leadership, training and direction to personnel engaged in maintenance functions of the Airport Operations Areas to include grounds, physical plants and terminals.

## RESPONSIBILITIES:

- Plans, organizes, and directs the daily operational activities of the Custodial maintenance section of the Houston Airport System to include, cleaning of restrooms, offices, public areas, windows, wall surfaces and maintenance of hard surface floors, carpeting and trash removal.
- Organizes and issues work assignments and materials to meet workload demands.
- Inspects and monitors progress of various work crews to ensure compliance with schedules and work order specifications.
- Tracks work orders, materials, and hours expended in the INFOR system.
- Immediately responds and corrects reported maintenance request from customer feedback devices, tenants and the communications centers.
- Assists with responses to various airport emergencies and incidents. Verifies materials and spare parts stock level and prepares specifications for requisitions.
- Assists with various personnel actions to include interviews and recommendations of potential employees, promotions, counseling, disciplinary actions, and performance evaluations. Also conducts and assist with investigations regarding employee misconduct, which may include participation in hearings and meetings to resolve grievances, and other disputes.
- Trains employees and operate various types of equipment assigned to the section.
- Assists in preparing and monitoring budget expenditures to ensure appropriate resources are procured, stored and accounted for in compliance within approved budget.

## SPECIFICATIONS:

**KNOWLEDGE:**
Requires specialized training in principles, procedures, practices, routines or techniques in a specific area or trade applicable to the position, which might normally be acquired through at least 18 months of education or training beyond the high school level. Vocational competence in the operation of mechanical or electronic equipment may be required.

**EXPERIENCE:**

Two years of experience in operations and/or maintenance of a large facility are required, with some supervisory experience preferred.

**Substitutions:** Experience in a lead or supervisory capacity may be substituted for the education requirement on a year-for-year basis.

## SPECIFICATIONS: (continued)

**COMPLEXITY:**
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and precedents.

**IMPACT OF ACTIONS:**
Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

**SUPERVISION EXERCISED:**

**Direct Supervision:**
Involves scheduling, supervision and evaluation of work as a "first-line supervisor;" recommends personnel actions such as hiring and pay changes of nonsupervisory personnel.

**Indirect Supervision:**
No indirect reports.

**CONTACTS:**

**Internal Contacts:**
Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact, and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

**External Contacts:**
Level of external contact is primarily with lower-level service representative and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires considerable tact, and cooperation involving somewhat sensitive issues or problems.

**PHYSICAL EFFORT:**
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

**WORK ENVIRONMENT:**
There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

**PHYSICAL SKILL:**
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

## MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description. Performs related work as required.

## JOB FAMILY:
Assistant Airport Operations Supervisor - Custodial
Airport Operations Supervisor - Custodial

*Effective Date: May 2019*
*Revised Date: July 2023*