

THE CITY UNIVERSITY OF NEW YORK – PERFORMANCE EVALUATION
SUB-MANAGERIAL SUPERVISORY POSITIONS IN BUILDINGS AND GROUNDS
 Assistant Principal Custodial Supervisor, Senior Custodial Supervisor, Custodial Supervisor

_____ Ratee's Name _____ Title _____ Date of Appointment to Title

INSTRUCTIONS: The form below is to be used in conjunction with the Performance Standards form at the beginning of the evaluation period. The rating period is from September 1 through August 31 unless otherwise specified by the College. Indicate performance rating on this form at the close of the evaluation period. Add additional examples of typical duties if desired.

Competence Area and Core Job Elements	Performance Rating in Critical Areas (U,M,G,VG,O) Indicate N/A if not part of duties	Rating Justifications: Required for Outstanding (O)	Performance Improvement/Training Plan: Required for Marginal (M)
A. <u>Day-to-Day Operations in Cleaning and Maintenance Supervision</u>	<u>Enter Rating Symbol</u>		
1. Assigns work to: (Numbers and Titles)	_____ _____		
2. Inspects subordinates' work for completion Maintains standards of cleanliness and order	_____		
3. Requests and/or stores; and issues supplies	_____		
4. Prepares reports/Maintains records	_____		
5. Maintains furniture and equipment Keeps equipment inventory	_____ _____		
6. Other	_____		
B. <u>Personnel Functions</u>			
1. Trains employees	_____		
2. Assures safety and health of Custodial Employees	_____		

PERFORMANCE STANDARDS

The City University of New York

Senior Custodial Supervisor

INSTRUCTIONS: Specifying core job elements and the standards associated with acceptable performance is an essential part of communicating job expectations to employees. It is also useful to establish standards for which employees may strive for excellence and recognition. Standards also provide the base-line data from which helpful evaluations can be made. The performance standards for the core job elements listed below are provided as a guide. They are intended to be **comprehensive** of all the duties that may be performed by an employee in these titles—though no employee is likely to perform all these tasks. Only those for minimal acceptable performance (i.e. Good) and for extraordinary performance (i.e. Outstanding) are given. Evaluators should estimate other rating levels (e.g. Marginal). At the start of a new performance period supervisors may choose to strike out phrases or terms that will not be applicable to this position in the coming year and specify clearly other items which will be applicable but which are not covered in enough detail below. Indicate with an asterisk (*) any standards in the **GOOD** category which are being newly introduced and which the unit head wishes to consider as **OUTSTANDING** in the initial year. Consult with your Personnel Director before adding entirely new job elements. Evaluation ratings will be made on a separate rating form provided by the college Personnel Office and may be supported by brief, specific examples of accomplishments. Refer to the instructions on the evaluation form for additional guidance.

PERFORMANCE STANDARDS

COMPETENCE AREA
AND CORE JOB ELEMENTS:

Standards are given only for performance rating of Good and Outstanding. Unsatisfactory or Marginal performance does not meet G standards. Very Good performance exceeds G standards.

Good (G)

Outstanding (O)

SENIOR CUSTODIAL SUPERVISOR

A. Day-to-Day Operations in Cleaning and Maintenance Supervision

1. Assigns work to Custodial Supervisors

Distributes new work assignments received from Principal or Assistant Principal and revises work priorities. Makes changes to handle unexpected or emergency situations. Includes changes in shift report. Assures understanding of expectations for non-routine assignments; periodically reviews routine work assignments.

And, inspects entire work site at start of shift for new or potential needs; anticipates staffing needs for special work assignments; pays attention to fairness and morale in assigning “heavy” projects. Early in shift, goes to work site of non-routine assignment to support Custodial Supervisor and respond to problems and concerns.

GOOD

OUTSTANDING

A. Day-to-Day Operations in Cleaning and Maintenance Supervision (cont'd)

2. Maintains standards of cleanliness and order

By close of shift evaluates each custodial supervisor's work area for quality of work, not just for completion. If not accompanied on tour by the responsible Custodial Supervisor, reports findings to him/her before the close of shift.

And, returns to work site the following shift to commend crew for good performance and/or encourage completion and, if necessary, corrective measures; suggests improvements in standards to Principal.

3. Requests, stores, and issues supplies

Reviews Custodial Supervisors' lists of supplies issued on previous tour. Communicates needs to Assistant Principal or Principal to replenish stores; reports unusual usage of supplies.

And, regularly checks inventory to avoid a backlog or shortages; anticipates lag time to reorder supplies; and investigates unusual usage of supplies.

4. Maintains records/prepares reports

Collects and checks Custodial Supervisors records and prepares required reports.

And, keeps updated and accurate records of all absentee Custodial Supervisors, and

full-time and part-time custodial workers.

5. Keeps equipment inventory

Checks that equipment is in operating order; insures that equipment is locked up and secured at end of shift.

And, arranges the repair and/or replacement of malfunctioning equipment immediately; when not possible, prevents use of malfunctioning equipment to insure safety.

6. Other

Reports problems associated with shift to immediate supervisor prior to next shift, or as soon as possible.

And, reports all College property malfunctions, e.g. broken locks, windows, elevators, etc., for action by Security and/or Administrative Superintendent.

GOOD

OUTSTANDING

B. Personnel Functions

1. Trains employees

Trains and retrains Custodial Supervisors and Custodial Assistants as required to upgrade quality and efficiency of performance; enrolls staff in customer service program such as Connections.

And, sets up regular cleaning and equipment training schedules for each shift. Notes needs and initiates training in supervisory/personnel relations issues. Applies learning from SUPERCUNY. Anticipates situations calling for specialized training and requests assistance from Principal or Admin. Sup.

2. Assures safety and health of Custodial Employees

Provides training in moving heavy objects, handling hazardous materials, etc. Applies OSHA standards for usage and handling of necessary chemicals. Assures proper procedures are being followed.

And, anticipates and reports potential safety and health problems in situations of short staffing, or scheduled events, deliveries, etc. Is alert to changed working conditions or abatement Projects.

3. Initiates corrective discipline

Initiates verbal and written warnings to problem college assistants, custodial assistants, and custodial supervisors; supports efforts to resolve issues at pre-disciplinary stage. Transmits and discusses documented reprimands with Asst. Principal and takes corrective action; seeks assistance from Principal when issues are complex or when unsure of direction in handling situation.

And, initiates verbal and written warnings to problem college assistants, custodial assistants and custodial supervisors; reviews progress of each employee no later than one week after problem is noted; reviews with Custodial Supervisor issues noted in drop files. Participates in and has a reputation for fairness in investigation of incidents; recommends courses of action to address problem situations.

GOOD

OUTSTANDING

B. Personnel Functions (cont'd)

4. Evaluates performance

Performs evaluations of Custodial Supervisors, and reviews evaluations of Custodial Assistants; relates evaluation to standards and applies to everyone even-handedly.

And, protects confidentiality when requested and appropriate; recommends awards for meritorious service. Consistently uses good judgment and demonstrates impartiality. Documents unsatisfactory performance with reprimand memos; helps revise standards and communicates changing standards.

5. Prepares personnel reports and records

Initiates and transmits to Assistant Principal or Principal copies of written warnings issued to custodial supervisors, custodial assistants, college assistants; when appropriate, discusses in advance with Assistant Principal or Principal.

And, provides fair and accurate follow-up verbal and written reports of employee disputes. Exercises good judgment in deciding which incidents require reporting; is objective.

6. Other

C. Special Projects

1. During Summer Recess and/or spring and holiday breaks

Assures that priority projects are being accomplished on schedule. Adjusts schedules to reflect problems (staffing, mechanical, environmental, special events).

And, consults with Custodial Supervisors; before making assignments to learn of potential problems; pays attention to fairness and morale in assigning "heavy" projects.

2. Other

