



Texas Facilities Commission Employment Opportunities

JOB Vacancy Notice: FY 24-22		
Business Title: Custodial Services Manager	State Classification: Manager IV	
Salary Group: B25	Salary: \$6,000.00 - \$7,500.00 (month) \$72,000- \$90,000 (Annually)	Hours/Week: 40
Location: Central Services Building, 1711 San Jacinto Blvd. Austin, Texas 78701		
Posting Date: 10/18/2023	FLSA Status: Non-exempt	Schedule: M-F 7A-4P* (somewhat flexible)
Closing Date: Open until filled	Shift Differential: N/A	Openings: 1
Division: Facilities Management and Operations	Program: Property Services	

Note: To apply for a state agency job with TFC, you must complete the electronic State of Texas Uniform Application for Employment through www.WorkInTexas.com

JOB SUMMARY

We are seeking a highly organized and detail-oriented Custodial Services Manager to oversee and manage multimillion dollar custodial service contracts and several dozen staff throughout our diverse portfolio. The position will be responsible for ensuring the efficient and effective delivery of custodial services, maintaining high cleanliness standards, and managing vendor relationships. The ideal candidate will possess strong leadership skills, exceptional problem-solving abilities, and a thorough understanding of custodial operations. The Custodial Services Manager plays a critical role in maintaining a clean, safe, and productive working environment for the agencies that conduct state business. If you have a passion for excellence in custodial services, exceptional contract management skills, and the ability to drive operational efficiency, we invite you to apply for this rewarding position.

The Texas Facilities Commission (TFC) builds, supports, maintains, and manages over 8 million square feet of state-owned facilities that house over twenty thousand state employees in dozens of state agencies, all working in the service of the citizens of Texas. The Facilities Management and Operations (FMO) Division oversees a varied property portfolio of office space, storage, warehouses, schools, medical labs, parking lots and garages, and grounds throughout Texas. Our team of over 250 employees provides and contracts for property management, maintenance, landscaping, custodial services, waste management, building climate and energy automation, and the fire and security services required to keep State agencies working for our constituents. Our goal is to serve with excellence by providing high-quality work environments that are functional, energy-efficient, and cost-effective to operate.

ESSENTIAL FUNCTIONS

Contract Management:

- Manage all aspects of custodial service contracts, including negotiations, renewals, and amendments.
- Ensure compliance with contractual terms, conditions, and performance metrics.
- Monitor vendor performance, conduct regular inspections, and address any service deficiencies.
- Collaborate with the procurement team to identify and select qualified custodial service providers.

Operations Oversight:

- Develop and implement standardized cleaning protocols, schedules, and quality control measures.
- Ensure the implementation of best practices for custodial services, including safety procedures and equipment maintenance.
- Monitor and analyze custodial performance data to identify areas for improvement and implement corrective actions.
- Stay updated on industry trends and advancements to enhance operational efficiency.

Budgeting and Cost Management:

- Prepare and manage the custodial services budget, ensuring cost-effective resource allocation.

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- Review vendor invoices and reconcile them with contract terms and services rendered.
- Identify cost-saving opportunities without compromising service quality.

Staff Management and Training:

- Supervise and provide guidance to custodial staff, including training, scheduling, and performance evaluations.
- Foster a positive and inclusive work environment that promotes teamwork and employee growth.
- Implement professional development programs to enhance the skills and knowledge of custodial staff.

Client Relations:

- Establish strong working relationships with building occupants and address any custodial concerns or complaints promptly.
- Conduct regular meetings with clients to assess satisfaction levels and identify areas for improvement.
- Collaborate with internal stakeholders to ensure custodial services align with organizational goals and requirements.

Performs any other related duties as assigned.

QUALIFICATIONS

- Bachelor's degree in Facility Management, Business Administration, or a related field (or equivalent experience).
- Proven experience in managing custodial services contracts in office buildings, hospitals, residential facilities, or similar.
- Demonstrated leadership abilities, including the supervision and development of a custodial team.
- Strong knowledge of custodial operations, industry standards, and best practices.
- Excellent organizational skills with the ability to prioritize tasks and meet deadlines.
- Effective communication and interpersonal skills to collaborate with diverse stakeholders.
- Proficiency in using computer software and systems related to contract management and operations oversight.
- Spanish fluency is preferred.

REGISTRATION, CERTIFICATION, OR LICENSURE

- Drivers License required to operate a State Vehicle
- Certified Texas Contract Manager certification required within 6 months of employment

PHYSICAL REQUIREMENTS AND/OR WORKING CONDITIONS

This position functions primarily in a standard office environment with site visits to various other locations such as schools, medical labs, etc. Travel is required between different facility locations, primarily within Austin, for inspections or meetings. Must be able to navigate and inspect all areas of our portfolio; this may include walking, climbing, reaching, bending, crawling, or stretching. This position requires prolonged sitting, standing, and occasional lifting. There are no unusual dangers involved, but the position will have exposure to dust, environmental allergens, chemicals and cleansers, pathogens, and other microorganisms consistent with custodial activities and human contact. The position holder must be able to work effectively with people under varying conditions and must be able to work longer than eight hours in a workday as necessary. *May require flexible hours and occasional overtime during peak periods.

[Note: This job description is a general outline of duties and responsibilities and may be updated or modified periodically to reflect changes in the agency's needs.]

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Veterans: Use your military skills to qualify for this position and others at TFC. Go to www.texasskillstowork.com to translate your military experience, training, and formal education into civilian job terms, qualifications, and skill sets.

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of 111X URL-Surface Warfare, SEI15 Enterprise Policy, Planning, Budget, and Management, Ground Intelligence Officer, 0203 Ground Intelligence Officer, 8U000 Unit Deployment Manager, 16GX Air Force Operations Staff Officer, or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Please call Human Resources at (512) 463-1717 with questions or for additional information.

Additional Military Crosswalk information can be accessed at http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

Incomplete applications will not be considered.

Conditions of Employment:

Initial screening is based on the Education and Experience minimum qualifications defined in the job posting. Interviewee selection is based on applicant information explaining how they meet each Competency (Knowledge, Skills and Abilities) requirement. Follow application instructions and fill out application form completely for further consideration.

If selected for interview, all veterans must provide a DD214 long form. Official transcripts or other minimum requirement validations will be requested at the time of interview.

As part of its employment process, TFC may procure or have prepared a criminal background check. An applicant with an unsatisfactory criminal background check report is ineligible to be hired for the position for which the report is initiated.

Driver's record check will be conducted by the agency. Satisfactory driving records are required for driving state or personal vehicles and motor driven equipment to conduct agency business. CDL "Drivers" must consent to TFC's Drug and Alcohol Testing Policy against the illegal use of alcohol and drugs.

If hired, employee must provide document(s) within three (3) days of hire date that establish identity and employment eligibility. A complete list of acceptable documents is on file with the local Texas Workforce Commission office.

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Note: Any male between the ages of 18 and 25 must show proof of registration with the Selective Service System before he can be selected for employment with the Texas Facilities Commission.

WIT Job Number: 16252213

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