

**Metropolitan Knoxville Airport Authority
Position Description**

Assistant Supervisor Building Services

Status NE 8	Position Assistant Supervisor Building Services	Date May 2022
Department Operations	Manager/Supervisor Building Services Supervisor / Maintenance Superintendent	

General Description of Major Tasks of Position

Provides direct supervision of Building Services staff and support to the Building Services Supervisor. Responsible for ensuring the day-to-day upkeep, maintenance, cleanliness, neatness, and professional appearance of the airport terminal area, through the supervision of the custodial workers. Support and supervises staff in accomplishment of department objectives. May coordinate and collaborate across departments. Acts as responsible supervisor on a shift and/or in the absence of the Building Services Supervisor.

Tasks of Position Representative activities as Duties and Responsibilities

Support the operations of a department. [Essential] [5-10%]

Representative activities include: Assists with establishing overall department goals, objectives, policies, procedures, and coordinates with overall organization objectives. Helps define department performance requirements, action steps, and results.

Trains and supervises staff. [Essential] [30 - 45%]

Representative activities include: planning and training department and work center staff on organization policies, practices, and procedures; communicating work expectations, goals, or objectives of performance and contribution for each role; coaching and counseling staff in achievement of their objectives; continuously evaluating and providing feedback on performance. Addresses and resolves minor employee issues at the lowest level, where possible. With coordination through leadership, conducts staff discipline; maintains a continuous supervision presence in support of overall staff contribution.

Participates and contributes to the management team. [Essential] [5-15%]

Representative activities include: Participation and active contribution within the Building Services shift leaders and crew leaders defining and recommending department objectives. Establishment of action steps in pursuit of those objectives, delegation and assignment of

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responsibilities, and individual performance of actions necessary for achievement of objectives. Evaluates and provides feedback to the team on success toward outcomes, failures, and potential recommendations as corrective or directional changes.

Assists with coordination with other departments. [Essential] [5-15%]

Representative activities include collaboration through communication and problem solving with other department supervisors in resolving conflicting problems system processes that prevent attainment of organization objectives, problem solving interdepartmental conflicts causing performance deficiencies between staff, and continuously seeking and actively working toward improvement of process and systems.

Performs specific craft tasks and administrative and coordinative functions. [Essential] [5-15]

Representative activities include:

Provides inventories and input to purchasing function for supplies and consumables for effective operation of department. Plans, coordinates, supervises and participates in mopping, dusting, polishing, stripping, scrubbing, waxing, floor polishing, emptying of ashtrays and similar cleaning work as required. Plans, coordinates, supervises and participates in sweeping and vacuuming, polishing furniture, removing rubbish and waste paper, cleaning drinking fountains and rest room facilities, and window washing. Performs periodic quality control inspections. Maintain current working knowledge at the application level for issues involving OSHA, EPA, and other regulatory requirements and vendor sponsored activities. Checks and insures accuracy of payroll time sheets for custodial staff. Assigns overtime and schedule personnel as needed. Prepares work orders for necessary repairs noted during daily activity and inspection. Uses radio for constant communication with dispatcher.

Examples of Routine Functions:

- Designate area work assignments for custodians, crew leaders and shift leaders.
- Frequently evaluate the performance of custodial staff and provide constructive feedback.
- Regularly inspect all assigned areas to ensure that all work is being carried out in a proper and orderly manner.
- Ensure appropriate and current training is maintained by all custodial employees.
- May conduct classroom-type and/or on-the-job training for all custodial staff.
- Establish and maintain inter-departmental relations with other departments.
- Evaluate and assist in the selection of new cleaning products, materials, and equipment.
- Assign relief custodians to fill in for absentee workers.

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- Document relevant records, reports, and other paperwork as needed.
- Manage to a projects list for the custodial department.
- Assist with special projects for the department as needed.
- Perform other related work as required and instructed.

Responsible for department budget and cost control. [Essential] [5-15%]

Representative activities include:

Coordinates with vendors those janitorial functions requiring specialized equipment or expertise, seeking to get the highest quality job at a fair cost. Establishes and maintains annual budget for department. Coordinates replacement of broken and unusable terminal furniture and fixtures, and initiates necessary work orders for building repairs.

Performs other activities as may be requested or required. [Non-Essential] [5-10%]

Minimum Educational and Work Qualifications

Associate's degree with 2 plus years supervisor experience and 4 years work experience. Bachelor's degree preferred. Must have demonstrated four to five years' experience in a custodial maintenance related field. Must have a valid Tennessee State driver's license. Items below with asterisk are leadership requirements to move to next grade.

Environmental and Working Conditions

This job is performed in a well-lighted, well vented, modern terminal building. Position requires constant movement from one work location to another and standing tolerance with frequent bending, stooping, twisting, overhead reaching and lifting of up to 50 pounds unassisted, 100 pounds assisted. Job requires the ability to effectively communicate over a two-way radio. May be assigned to designated shift and/or on-call duty. May be subjected to caustic cleaning chemicals with occasional unpleasant odors.

Signature of Employee

Signature of Manager

Key Performance Variables and Factors

1. Achievement Orientation - Personal efforts toward accomplishment of individual and business unit goals and customer service. Degree to which incumbent seeks additional responsibility and personal growth, establishes own standards of excellence, presents a results orientation, and displays a sense of responsibility.
2. Job Knowledge - Understanding of job-related requirements, techniques, methods and procedures. Degree to which incumbent demonstrates training and experience. Extent to which employee improves skills by keeping abreast of changes in techniques and related developments.
3. Productivity - Personal efforts toward quality and quantity of work performed. Consider the amount of work, accuracy of results, thoroughness, use of time, amount of supervision required, errors, and completeness.
4. Attendance - Evaluate availability for work. Degree to which employee displays responsibility to be at work as scheduled. Evaluate causes of absences as well as frequency and severity.
5. Communication/Interaction Skills - Ability to communicate effectively with others as required and the quality of day to day communication interaction required with other employees and customers.
6. Safety Commitment - Extent to which employee works safely and observes safety rules, regulations and practices, and shows interest and concern for Airport Authority's commitment to a safe and clean working environment for all employees.
7. Quality Commitment - Extent to which an employee is committed to pursuit of excellence in all aspects of position responsibilities including: service and commitment to customers, support of Airport Authority's goals and customer service, objectives, policies, procedures, practices, and training.
8. Teamwork - Contribution and performance in team and/or committee situations. Contributions to innovation, creativity, communication, consensus building team derived solutions to continuing problem solving and improvement processes.