



TAA HUMAN RESOURCES DEPARTMENT JOB ANNOUNCEMENT

Custodial Supervisor

About the Custodial Supervisor

The Tucson Airport Authority is looking for a Custodial Supervisor, who under minimal direct supervision and administrative direction is responsible to ensure high quality professional cleaning services at Tucson International Airport and Ryan Airfield. The responsibilities include planning, training, supervising, inspecting, and evaluating the work and performance of custodial employees. Duties also include assisting in the management of activities of the department, as well as providing exceptional customer service.

Job Requirements - Minimum Qualifications

- A high school diploma or equivalent.
- A combination of four (4) years of experience as a custodian in a large business complex or multi-tenant facility or as a supervisor.
- Preference will be given for experience in an airport environment particularly at a FAR Part 139 airport.

Salary

Annual starting rate: \$ 35,880.00- \$ 50,034.40 depending on qualifications, the top of the range is reserved for ideal candidates who closely match TAA's business needs.

Join the TAA Team!

TAA provides a pension through the Arizona State Retirement System, choice of 3 Deferred Compensation Programs, Paid Vacation, Paid Sick Leave, 10 Paid Holidays choice of 3 Medical Plans, choice of 2 Dental Plans, Vision Insurance, TAA Paid Life/AD&D Insurance, TAA Paid Short-Term Disability Insurance and Employee Paid Supplemental Life.

About the Tucson Airport Authority

The Tucson Airport Authority (TAA) is a unique nonprofit organization developed by business leaders, and created through Arizona state charter in 1948. It is certified to operate an airport system that consists of Tucson International Airport (TUS) and Ryan Airfield (RYN). In addition to serving general aviation and military users, TUS serves the commercial passenger and air cargo needs of metro Tucson, southern Arizona and northern Sonora, Mexico. RYN serves a general aviation reliever airport for TUS and is popular amongst transient pilots for recreational use.

Mission Statement: Promote aviation and foster economic development by strategically planning, developing and operating the most effective and efficient airport system in Southern Arizona.

The Airport System

Tucson International Airport (TUS) is a commercial service international airport serving air carrier, cargo, military users and general aviation operators. TUS serves over 3.5 million passengers annually. TUS, is about 8 miles south of the city's central business district, encompasses about 8,400 acres. The airport campus includes 130 building with nearly 2.5 million square feet of space, and about 60 tenants.

Ryan Airfield (RYN), is a general aviation reliever airport serving general aviation and military users. RYN is located about 12 miles west of Tucson, covers 1,800 acres and accommodates 30 tenants providing a wide variety of services for general aviation and military users.

How to Apply

Please visit the TAA website at www.flytucson.com to complete the online application. Questions regarding this position or the hiring process should be directed to Sharon Sutton in the Human Resources Department at 520-573-4882 or email at ssutton@flytucson.com.

Title: Custodial Supervisor

Reports To: Senior Supervisor of Custodial Services

FLSA Code: Non-exempt

Grade: 64 ARV

Approved: DB 5/7/19

Approved: ARV 5/7/19

Distinguishing Characteristics:

Under minimal direct supervision and administrative direction is responsible to ensure high quality professional cleaning services at Tucson International Airport (TUS) and Ryan Airfield (RYN); plan, train, supervise, inspect, and evaluate the work and performance of custodial employees; assist in the management of the activities of the department; provide exceptional customer service.

Essential Functions:

The following functions and all other functions not included in this job description are to be performed in the best interests and for the greater good of TAA.

- Plan and supervise the cleaning activities of staff in specified indoor and exterior areas at TUS and RYN; ensure high quality professional cleaning services are performed in a timely and efficient manner.
- Assist in staff scheduling to ensure adequate personnel are assigned to perform cleaning activities.
- Train and monitor to ensure employees follow appropriate safety policies, practices and procedures; utilize proper tools, equipment and methods to safely complete all custodial tasks; ensure that work performed by the department satisfies workmanship standards.
- Assist in development of tenant cleaning services contracts; ensure contract requirements are satisfied.
- Plan, coordinate, and conduct all departmental training; document training.
- Implement new policies and procedures, and initiatives; explain and train staff on new programs, initiatives, and procedures.
- Identify issues, assist in the research and development of strategies to identify solutions for known problems or problem areas; make recommendations.
- Collect, store, retrieve, and organize all records and documents generated by the department; file all records in accordance with file plan.
- Participate and provide input in the development of the annual operating budget, long-range Capital Improvement Program and Major Maintenance Program budget(s); recommend annual goals and objectives for the department; monitor the department budget.

- Participate in the development of annual goals and objectives for area of responsibility; work with supervisor and division stakeholders to develop the division goals as a whole.
- Evaluate supply and material needs; order supplies and materials.
- Ensure tools, equipment, materials and supplies are properly accounted for; monitor for compliance; recommend process improvement.
- Complete performance management for employees; monitor and evaluate the performance of personnel using standardized criteria; ensure required training is accomplished; exercise leadership by encouraging employees attend other training or professional development opportunities.
- Promote customer relations by responding to requests for service, investigate and resolve emergencies, complaints and problems; ensure customers remain informed on the project status; coordinate schedules and “outages” with customers to minimize disruption or inconvenience.
- Respond to emergencies in person, or by delegation of, whether on or off duty. This responsibility carries with it the authority to call in employees not on duty, and to approve overtime pay, as required to support the need.
- Be responsive to airport emergencies and situations that may involve loss of human life or property; support public safety and operational response to emergencies; utilize Incident Management System (ICS)/National Incident Management System (NIMS) protocols and procedures; coordinate and/or participate in after-action emergency de-briefing with appropriate departments and stakeholders.
- Keep supervisor informed of the department’s performance and provide advice on custodial services matters; act within the scope of authority and ensure that TAA’s management objectives, principles, policies, programs, and guidelines are consistently observed.
- Assist Senior Supervisor of Custodial Services.
- Be prepared to assume the responsibilities of the Custodial Services section when Senior Supervisor of Custodial Services is not available.

The above listed functions are not necessarily all the essential functions. Job duties and functions may be expanded or reduced by management based on future changing needs and job requirements.

Position Requirements:

- A high school diploma or equivalent.
- A combination of four (4) years of experience as a custodian in a large business complex or multi-tenant facility or as a supervisor.
- Preference will be given for experience in an airport environment particularly at a FAR Part 139 airport.

Required Knowledge, Skills, and Abilities:

Knowledge of:

- Custodial service cleaning methods; equipment and tools used in the custodial services trade.

- International Sanitary Supply Association Cleaning methods, materials, chemicals and equipment.
- United States Department of Agriculture Regulated Garbage Disposal Procedures.
- Principles and practices of safety management and safety processes.
- The organization-wide mission and goals, and how these relate to division, department, team, and individual projects and initiatives.

Skill in:

- Organization, oral, listening, and written communications, proofreading, critical thinking and multi-tasking.
- Taking initiative and being a self-starter.
- Exercising effective supervisory management techniques.

Ability to:

- Work assigned shifts, including day/evening/weekends/holidays, subject to overtime and on-call.
- Work in high-noise environment; extreme seasonal weather.
- Operate any airport vehicle or equipment, whether standard or automatic, pick-up trucks.
- Interpret and analyze complex technical data and information for decision making and reporting purposes, including decision making in stressful situations.
- Research information and organize data in meaningful form, make sound judgments, draw accurate conclusions, and make appropriate recommendations.
- Perform tasks with a full range of bodily movements, including lifting, moving, pushing, standing (for periods of two to three hours at a time), walking, reaching, stretching, bending, kneeling, twisting, and crawling.
- Perform activities that require regular and prolonged bending, and pulling of equipment on irregular surfaces; climb/work at heights of up to 10 feet, using small or large tools to perform cleaning.
- Lift large, bulky, heavy items, including various equipment parts weighing up to 40 lbs. without assistance using equipment.
- Maintain a strong grip to hold objects firmly for extended periods of time.
- Be sensitive and aware of actions and reactions of employees, tenants, and outside agencies, and inform supervisor of appropriate concerns.
- Communicate in English via telephone, radio, and cellular telephone, in a high noise environment, with sufficient clarity to be understood by others.
- Distinguish colors by a practical test in all lighting conditions of standard airport lighting system colors and Air Traffic Control Tower light-gun signal.
- Hear and understand through both ears, sounds coming through a radio, a standard telephone receiver, or other outside sound sources.
- Read, write, and speak the English language in a clear manner; speak Spanish or another second language is helpful, but is not required.
- Perform tasks with a high degree of accuracy, maintain confidentiality, attention to detail, with mature judgment, function in compelling, high stress, fast-paced work environment, with deadlines and multiple projects.

- Initiate and organize responsibilities without supervision, and take independent action relative to work problems requiring immediate solutions.
- Establish and maintain effective and positive working relationships with department personnel, other TAA personnel, and outside agencies.
- Exercise effective customer service and public relations practices and procedures.
- Maintain discreet and professional sense of confidentiality; understand that dissemination of information outside of job requirements is based on "need-to-know".
- Hold direct reports accountable for accomplishing functional responsibilities and delegated tasks.
- Coach and provide leadership and development opportunities for direct reports.
- Understand own strengths and weaknesses; seek input from supervisor and peers about how to improve, and focus on continuous self-improvement activities.

Licenses; Certificates; Special Requirements:

- Must have a valid Arizona driver’s license.
- Meet and maintain the ability to drive airport vehicles and obtain authorization to access the Non-Movement Area on the Air Operations Area.
- Must obtain and maintain access to the Security Identification Display Area (SIDA).
- Must successfully complete the National Incident Management System (NIMS) 100 and 200 course requirements and certification within the first year of assuming the position.
- AAAE Certified Member (C.M.) certification is desirable.
- As an employee, you are deemed to be essential personnel as part of TAA’s emergency response, and must respond to airport incidents as requested/required.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. This is not an exhaustive list of all duties and responsibilities. Tucson Airport Authority reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

I have read and agree that the contents of this job description accurately reflect what is expected of me in this position.

Employee’s Signature

Date

HR Signature

Date