

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 37  
**Fiscal Year:** 2023/2024  
**Posted Date:** 06/26/2024  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
**(Job specification(s) attached)**

Item #	Job Code	Title
1	9230	Airport Custodial Services Supervisor

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Carol Isen, DHR  
Sandra Eng, CSC  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Airport Custodial Services Supervisor  
Job Code: 9230

### DEFINITION

Under general direction, the 9230 Airport Custodial Services Supervisor supervises and is responsible for all custodial services, furniture and other equipment in airport buildings, other structures, and adjacent areas at the San Francisco international airport; exercises general supervision and direction, through subordinates, over several large groups of custodial employees; and requisitions cleaning materials and supplies; ~~and performs related duties as required.~~

### DISTINGUISHING FEATURES

The 9230 Airport Custodial Services Supervisor is the highest supervisory class in the custodial series at San Francisco International Airport (SFO). Incumbents in this class supervise and direct custodial services, use of equipment, and auxiliary functions relating to the maintenance and safety of SFO buildings. Class 9230 Airport Custodial Services Supervisor is distinguished from Class 2719 Janitorial Services Assistant Supervisor in that the former supervises the latter.

### SUPERVISION EXERCISED

Supervises all custodians on an assigned shift through subordinate supervisory staff.

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Investigates and adjusts complaints regarding janitorial service; analyzes methods by which work is performed, with a view to improve custodial services and utilization of employee time; instructs supervisory personnel in changes in cleaning procedures and methods.
2. Develops safety and training programs; manages inspection programs for Inspects cleaning equipment to ensure safe operation; reviews and signs all industrial accident reports; works with window cleaning unit to evaluate and implement goals, procedures, and responsibilities of inspects window cleaning operations performed under contract.
3. Submit and follow up on requests by serving as Custodial Services' point of contact for any necessary maintenance or Requisitions, through airport maintenance superintendent, any need for preventative repairs revealed or discovered in the course of work activities to plumbing, roofs, ceilings, windows, walls, doors, glassware, stairs, floors, signs, and any needed painting in rooms, stairways and halls.
4. Maintains records of cleaning projects, maintenance work, repairs and service needs, lubrication and service records on all mechanized janitorial equipment; coordinates with the Custodial Services' Administration Office to ensure funding for and completion of repairs.
5. ~~Requisitions~~ Makes recommendations and requests for cleaning materials, supplies and equipment; tests new materials and equipment to implement new solutions for

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- Custodial operations**; signs material received forms for all contractual services performed for custodial department; maintains inventory control records of custodial supplies.
6. Inspects furniture; reports damaged and missing; furniture; maintains a furniture inventory; arranges for repair of furniture.
  7. Maintains **through subordinate employees** all keys and key records for buildings **and Airport Terminals**; issues keys to new ~~tenants~~ **employees**; arranges for changes of key cylinders and all-lock repairs; maintains a record of keys issued for all employees' lockers.
  8. Supervises collection of coins from nursery, dressing rooms and pay toilets; reports all pay locks out of order.
  9. **Makes recommendations and implements solutions regarding specifications for new facilities or for changes to present facilities as they affect Custodial operations and guest services.**
  10. **Develops and implements sustainability initiatives and programs.**
  11. **Collaborates with SFO management and other internal and external partners such as federal agencies, airlines, concessions, landside, terminal, and parking garage contractors to coordinate the appropriate responses for concurrent custodial issues with different priority levels.**

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Requires comprehensive knowledge of ~~e~~Cleaning methods of all types including knowledge of latest practices, **products, equipment,** and materials used; **the operations over multiple buildings and locations for a custodial staff in a public sector or institutional environment, including assisting in the budgeting process and the routine training of subordinates.**

Ability or Skill to: Organize, train and supervise groups of custodial employees working at different locations; handle complaints diplomatically and effectively; ~~deal~~ **communicate** courteously, effectively and tactfully with subordinates, ~~the~~ general public, and representatives of outside organizations; prepare clear and accurate work records and reports; **use mechanically-controlled cleaning equipment; assist in scheduling, coordinating, and planning custodial services; assist in Custodial Section budget development and labor relations issues; perform site inspections and coordinate completion of Custodial projects; carry out and assist in the enforcement of Airport Commission and Custodial Section policies and procedures; operate a computer utilizing spreadsheets, word processing, and other computer applications.**

~~Requires skill in the use of small hand and mechanically controlled cleaning equipment.~~

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**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Requires ~~e~~Completion of high school **or equivalent (G.E.D. or High School Proficiency Examination)**, supplemented by two years of experience as a foreman or assistant to a supervisor of a large custodial force, or an equivalent combination of training and experience.

Experience:

**Four (4) years of verifiable experience supervising and directing a custodial workforce, which includes first-line custodial supervisors, engaged in cleaning operations and functions for multiple buildings and locations and/or for multiple concurrent cleaning projects and assignments covering an entire work shift.**

License and Certification:

**Possession of a valid California driver's license.**

Substitution:

**Two (2) years of additional qualifying work experience may substitute for the education requirement.**

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: No normal lines of promotion

From: Janitor Foreman

**ORIGINATION DATE:** 1/12/1961

**AMENDED DATE:** **XX/XX/XX**

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN