

**CUSTODIAL SERVICES SUPERVISOR**  
**Location: Cape May-Lewes Ferry, Lewes, DE**

**\$50,100 to \$60,100 (commensurate with skills)**  
**(Grade 103)**

**Opening Date: June 3, 2024**

**Closing Date: Until Filled**

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**I. POSITION SUMMARY**

This position is responsible for supervising personnel in custodial capacities for Authority owned or operated facilities and vessels. This position is responsible for project management/execution, scheduling, planning, daily personnel assignment, budgetary control and monitoring for assigned projects and operational activities. Employees exercise judgment in scheduling work, taking into account available equipment and personnel, severity of the situation to be corrected, and the need to cover one or multiple facilities within the Authority; sometimes during declared states of emergency and weather-related events. This position is a working supervisor. The position will report directly to the supervisor assigned in Maintenance Operations.

**II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervises personnel, which includes functioning as a working supervisor, work allocation, training, and problem resolution recommendations; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance
- Completes the Authority's time and attendance scheduling and first level approval for assigned personnel
- Identifies and inventories purchasing of equipment and materials required for maintenance and project completion within Authority guidelines
- Requisitions necessary equipment and supplies for approval by his/her supervisor
- Develops, modifies and supervises preventive maintenance protocols; supervises seasonal facility support activities
- Ensures readiness and compliance with regulatory matters related to maintenance and assigned facilities
- Assists in maintaining records on equipment, inventories, and preventive maintenance activities
- Assists in the preparation and execution of maintenance operating budgets for assigned facilities and personnel
- Identifies required training (mandated and career development) for all subordinate employees and ensures compliance with established policies, procedures, and regulations
- Participates in development, implementation and maintenance of procedures, objectives, short- and long-range planning; develops and implements projects and programs to assist in accomplishment of established goals
- Completes employee performance evaluations for assigned personnel
- Plans and executes daily maintenance projects and operational activities as assigned
- Schedules work activities of subordinates for daily activities and projects
- Cleans vessel interior and exterior facilities
- Cleans and sanitizes landside buildings, interior facilities and exterior facilities as required
- Occasionally performs dock attendant duties to assist in the docking of ferry boats by securing mooring lines to capstans and efficiently operating a mechanical foot bridge
- Operates automotive maintenance equipment to include pickup trucks, man lift and forklift, and

- automated scaffolding
- Understands and is able to interpret SDS requirements to ensure the safety of all internal and external customers; including the required training and PPE necessary for personnel
- Provide the highest level of customer service to internal and external customers by responding in a courteous and efficient manner

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of management principles and maintenance practices, procedures, and operations
- Knowledge of relevant local, state and federal regulations, and Authority protocols and procedures
- High level of technical knowledge within the specific field
- Knowledge and proper handling of hazardous materials associated with facility operations; including the SDS system
- Knowledge of cleaning agents; their usage, limitations, applications and safe methods of application
- Knowledge of occupational hazards and safety precautions associated with marine, facility and airport custodial maintenance functions
- Supervise, develop, motivate, and train staff, by organizing, prioritizing, and scheduling work assignments in a complex operating environment using Computerized Maintenance Management Systems
- Identify, develop, and implement strategic and tactical plans and solutions
- Establish and maintain effective working relationships with internal and external contacts such as outside vendors and contractors
- Ability to read, understand, follow and enforce safety procedures
- Effective oral and written communication skills
- Ability to read and interpret instructions
- Proficient computer skills including Microsoft Office and other computer applications as required
- Ability to work under adverse weather conditions
- Ability to perform other assigned duties as required
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent or equivalent number of years of related experience
- One (1) year practical experience in commercial, government or institutional cleaning operation in a supervisory capacity

### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- Transportation Worker Identification Credential (TWIC)
- Valid driver's license

### **VI. SPECIAL REQUIREMENTS**

- Subject to a background investigation, drug test, and pre-employment physical
- The Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be capable of lifting and carrying up to 50 pounds at least 20 yards
- Must be capable of performing around hazardous situations such as moving heavy equipment, in and around equipment, at heights, on steep grades, and on ladders and uneven surfaces

- Must be capable of wearing appropriate personal protection equipment such as hard hats, protective shoes and clothing, aprons, gloves, eye wear, hearing protection and respirators
- Must be capable of performing repetitive motions such as grasping, reaching, bending, lifting, twisting, pushing, pulling and climbing
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the DRBA's facilities and vessels; including nights, weekends, holidays, special events, site emergencies and weather related events as required

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition to the online application, please attach a current resume.**

**The Delaware River and Bay Authority is and Equal Opportunity Employer**