

Yellowstone County

Class Specification

Class Title	Custodian / Housekeeping Supervisor
Class Code Number	6032
Grade	E
FLSA	Non-Exempt
EEO Function	Natural Resources/Parks & Recreation (6)
EEO Category	Service Maintenance (8)
Date	November 1, 2025

Job Summary

MetraPark, a premier event and entertainment venue in Billings Montana is seeking a dedicated and detailed -oriented Custodian/Housekeeping Supervisor. This full-time, hands on, working position is responsible for overseeing the custodial operations by ensuring a clean, safe, and welcoming environment for guest and staff. The Custodian/Housekeeping Supervisor will supervise a team of temporary cleaning staff, create schedules for both regular facility cleaning and event specific cleaning, recruit and train cleaning staff, and order cleaning supplies and cleaning equipment. The Supervisor reports to the Facilities Manager and Facilities Foreperson.

Distinguishing Class Features

Distinguishing class features for a custodian supervisor include first- level supervision of custodial staff, coordinating daily cleaning and light maintenance tasks, recruiting, training and evaluating temporary employees, ensuring compliance with safety and cleaning standards, maintaining records and managing supplies. This Supervisor position differs from the custodial staff position by having supervisory and administrative duties. This position is distinguished from higher-level supervisors by the direct focus on operations and hands on work, rather than policy-level oversight.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- ☐ Lead, supervise, and motivate a team of temporary custodial staff to ensure high-quality cleaning services;
- ☐ Conduct performance evaluations, provide feedback, and address any staff-related issues promptly;
- ☐ Recruit and interview temporary cleaning staff as needed;
- ☐ Develop and implement training programs to ensure staff are skilled in proper cleaning techniques, safety protocols, and equipment use;
- ☐ Create and manage custodial staff schedules for daily operations and specific events, ensuring adequate coverage for concerts, rodeos, trade shows, and other activities at MetraPark;
- ☐ Adjust work schedules on event demands, facility usage and staffing availability;
- ☐ Perform hands-on cleaning duties alongside the team to maintain facility standards, including restrooms, event spaces, offices and public areas;
- ☐ Ensure compliance with health, safety, and sanitation regulations;

- ☐ Conduct regular documented inspections to ensure all areas meet MetraPark's cleanliness and presentation standards;
- ☐ Order, track and maintain an inventory of cleaning supplies, tools and equipment;
- ☐ Ensure proper maintenance, storage, and safe operation of custodial equipment;
- ☐ Monitor budget for supplies and recommend cost-effective solutions;
- ☐ Schedule custodial needs for events, including pre-event, during, and post event cleanup;
- ☐ Collaborate with Event Managers and other departments to ensure seamless operations during events;
- ☐ Maintain accurate records of staff schedules, training logs, and inventory usages;
- ☐ Prepare reports on custodial operations, staffing needs, and budget expenditures as required;
- ☐ Communicate effectively with management to address facility needs and operational challenges.

Required Knowledge and Abilities

Knowledge and understanding of:

- ☐ Tools, supplies, and methods used in custodial work;
- ☐ Advanced custodial technique requirements;
- ☐ Advanced cleaning chemicals safety protocol required;
- ☐ Advanced knowledge of safety codes, regulations and sanitation/hazardous materials;
- ☐ Governmental Code of Fair Practices.

Skill to:

- ☐ Do multiple tasks simultaneously;
- ☐ Communicate clearly in person, in writing, and by telephone and email;
- ☐ Experience operating cleaning, power and hand tools.
- ☐ Deal effectively with the public.

Ability to:

- ☐ Prioritize work duties to accommodate the facility;
- ☐ Be flexible and available to work various shifts, including nights, weekends, and holidays;
- ☐ Promote good public relations in a cooperative, productive working environment;
- ☐ Respond to difficult and stressful situations in an efficient, effective, and positive manner;
- ☐ Must be able to analyze situations and adopt effective courses of action;
- ☐ Lift up to 50 pounds;
- ☐ Withstand prolonged walking, standing, bending, pushing, climbing (including ladders) and kneeling;
- ☐ Work indoors and outdoors and be exposed to environmental factors such as excessive noise, seasonal heat and cold, hard to reach and unclean work areas, and hazardous material and equipment;
- ☐ Good organizational skills and pay attention to detail;
- ☐ Work effectively under pressure and/or stringent schedule to produce accurate results.
- ☐ Work in cooperation with others and promote excellent customer service skills, positive attitude;
- ☐ Operate power tools and cleaning equipment;
- ☐ Operate standard business office equipment, including a computer and other office equipment;
- ☐ Drive golf cart or ATV;
- ☐ Always follow uniform policy.

Reporting Relationships

Decision- making Authority:

- ❑ Reports to the Facilities Manager or/and Facilities Foreperson.

Minimum Qualifications

Education/Experience/Training:

- High school diploma or equivalent.
- Additional education or certifications in facilities management preferred.
- Two -three years of custodial housekeeping experience, with at least one (1) year in a supervisory role.

Background Check:

All candidates for this position must undergo a background check.

Certifications:

- Possession of a valid Montana driver's license.

Essential Physical Abilities

Essential Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, a supervisor is required to use hands; reach with hands and arms; talk and hear;
- A supervisor occasionally needs fine motor manipulation for typing, operate a computer and other office equipment;
- A supervisor is required to stand; walk; climb or balance; and stoop, kneel, bend, crouch, or crawl;
- A supervisor must frequently carry/lift, and push/pull;
- A supervisor must occasionally lift and/or move up to 25-50 pounds and occasionally lift and/or move more than 50 pounds;
- A supervisor must possess the ability to drive/operate a golf cart and/or ATV;
- Specific vision abilities required by this job include close vision, mid-range vision, distance vision, depth perception, color/field of vision and ability to adjust focus.

Working Conditions:

The work environment characteristics described here are representative of those a supervisor encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, a supervisor can become exposed to moving mechanical parts;
- A supervisor is frequently exposed to chemicals, insecticides/pesticides;
- A supervisor is frequently exposed to outside weather conditions; extreme heat/cold;
- A supervisor is occasionally exposed to wet and/or humid conditions; fumes or airborne particles; and vibration;
- Constant exposure to noise, the noise level in the work environment varies from moderate to loud.

Accepted - Board of County Commissioners

Date Stamp