

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 3004500

Supervising Housekeeper, Grade 11

Brief Description of Class

Supervising Housekeepers supervise lower-level housekeeping and cleaning staff, usually Housekeepers and Cleaners, responsible for the cleaning and upkeep of buildings or other assigned areas in State facilities, including living, treatment, classroom, and/or administrative work areas.

Distinguishing Characteristics

Supervising Housekeeper: non-competitive; under the direction of a Head Housekeeper, Chief Housekeeper 1 or 2, or higher-level administrative position, supervises 10 to 30 subordinate housekeeping and cleaning positions; and has responsibility for housekeeping services in a portion of a facility or for an entire facility, including oversight of the ordering and distribution of cleaning, linen, and household supplies.

Related Classes

Housekeepers perform a variety of cleaning and housekeeping tasks and supervise a group of lower-level staff, including several Cleaner positions, responsible for the cleaning and upkeep of buildings or other assigned areas in State facilities, including living, treatment, classroom, and/or administrative work areas.

Head Housekeepers and Chief Housekeepers 1 and 2 have overall responsibility for the operation and administration of a facility housekeeping department and are responsible for preparing the annual budget, coordinating staff, setting facility housekeeping policies, and providing cleanliness standards so that the facility meets the cleanliness and environmental standards set by internal and external control agencies.

Janitors perform a variety of cleaning and unskilled maintenance tasks and supervise a group of lower-level staff, including several Cleaner positions, responsible for the cleaning and upkeep of assigned areas in State buildings, and surrounding grounds and walkways.

Supervising Janitors supervise 10 to 40 subordinate positions responsible for the cleaning and upkeep of assigned areas in State buildings, and surrounding grounds and walkways; and may be responsible for all cleaning activities for an entire campus, group of buildings and grounds or all campus cleaning activities on an assigned shift.

Illustrative Duties

Performs the following duties in addition to those described for Housekeeper.

Supervises a program of systematic cleaning and housekeeping, in accordance with established guidelines, at a State facility.

- Plans and schedules staff assignments and reassigns work as needed based on workload and available staff.
- Provides instructions for regular and special assignments.
- Trains staff in cleaning and housekeeping procedures and standards of the facility, and use of new equipment and supplies. Informs staff of facility policies, directives, and guidelines affecting the housekeeping operation.
- Inspects buildings and other assigned areas for compliance with cleaning program and investigates complaints regarding unsatisfactory cleaning and takes/recommends corrective action.
- Oversees the ordering and distribution of cleaning, linen, and household supplies. Tracks requests for repairs to cleaning equipment and supply purchases.
- Recommends changes in cleaning and housekeeping methods, equipment, supplies, and standards to ensure a more effective and efficient housekeeping program.
- Prepares reports, such as work activity, supply and workforce utilization reports, to advise administrative staff of the status of the housekeeping operation.
- May prepare annual equipment, supply, and staff budgets for housekeeping operations.
- May interview prospective employees and recommend selection of qualified candidate(s).

Performs the full range of supervisory responsibilities.

Minimum Qualifications

Supervising Housekeeper

Non-competitive: Two years of experience in a housekeeping capacity in a multi-unit live-in facility.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 8/2025

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