

OCCUPATIONAL GROUP: Facilities Support

CLASS FAMILY: Cleaning Services

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to provide cleaning services in state facilities.

CLASS TITLE: Cleaning Services Worker 1

DISTINGUISHING CHARACTERISTICS:

These positions perform full-performance level work cleaning in and around state facilities. They perform manual labor, operate laundry equipment and maintain cleaning and linen supply inventories. They do not have budgetary or supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Dusts, cleans, polishes and/or waxes furniture, fixtures and/or equipment.
- Operates and loads all laundry related equipment, such as washing machines, dryers, extractors, folding machines and steam presses.
- Washes windows, blinds, walls and woodwork.
- Mixes soaps and detergents and specified compounds in accordance with amount, type and condition of laundry.
- Cleans floors, using vacuums, brooms, mops and/or buffers.
- Cleans restrooms.
- Gathers and disposes of refuse.
- Folds clean laundry, linens and/or blankets.
- May sweep outdoor areas, such as sidewalks.
- May deliver mail or packages or assists in moving equipment.
- May keep recorded inventories of laundry and/or supplies. May order supplies.
- May operate a laundry marking machine.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of cleaning methods, supplies and procedures.
- Knowledge of disinfection for compliance to health standards.
- Ability to read, write, understand and follow oral and written instructions.
- Ability to learn to operate equipment used for cleaning and laundry.
- Ability to perform manual labor.
- Ability to choose appropriate cleaning agents.
- Ability to maintain inventories and records.
- Ability to make minor repairs of equipment.

- Ability to lift items, often exceeding thirty pounds.

MINIMUM QUALIFICATIONS:

Education: No formal training necessary.

Experience: No experience required.

Education & Experience Substitution: N/A

Certificates, Licenses, Registrations: N/A

CLASS TITLE: Cleaning Services Worker 2**DISTINGUISHING CHARACTERISTICS:**

These positions perform full-performance level work cleaning in and around state facilities. They perform manual labor, operate laundry equipment and maintain cleaning and linen supply inventories. They do not have budgetary responsibilities, but serve as lead workers, overseeing and training others while performing similar duties. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Dusts, cleans, polishes and/or waxes furniture, fixtures and/or equipment.
- Washes windows, blinds, walls and woodwork.
- Cleans floors, using vacuums, brooms, mops and/or buffers.
- Cleans restrooms.
- Gathers and disposes of refuse.
- Keeps recorded inventories of supplies, ordering to replenish stock when needed.
- Schedules, assigns, reviews and oversees the work of other full-time employees.
- Completes time reports and other appropriate paperwork.
- Trains new employees.
- Ensures cleaning techniques are performed compliant to standards.
- May sweep outdoor areas, such as sidewalks.
- May deliver mail or packages or assists in moving equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of cleaning methods, supplies and procedures.
- Knowledge of disinfection for compliance to health standards.
- Knowledge of occupational hazards and related safety precautions.
- Ability to read, write, understand give and follow oral and written instructions.
- Ability to oversee and inspect the work of others.
- Ability to train, instruct and assist other workers.
- Ability to keep records and write reports.
- Ability to determine supply and equipment needs.
- Ability to add, subtract, multiply and divide.

MINIMUM QUALIFICATIONS:

Education: No formal training necessary.

Experience: 1-2 years full-time or part-time equivalent paid experience related to Cleaning Services

Education & Experience Substitution: N/A

Certificates, Licenses, Registrations: N/A

CLASS TITLE: Cleaning Services Coordinator 1**DISTINGUISHING CHARACTERISTICS:**

These positions participate in and oversee the provision of laundry services in a state facility. They do not have budgetary responsibilities, but supervise other workers in the operation of laundry equipment. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans and oversees laundering process.
- Schedules and assigns the work of others.
- Operates laundry equipment and participates in daily activities of laundry area.
- Inventories supplies and orders accordingly.
- Writes reports concerning laundry counts, personnel matters and inventory control.
- Schedules maintenance and repair of laundry equipment.
- Trains new employees; trains regular staff on new procedures.
- Schedules and records vacation and sick leave; completes performance evaluations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of modern laundry processes and equipment.
- Knowledge of textiles, materials and their reaction to soaps, water temperatures and machine washing.
- Knowledge of safety precautions for laundry personnel.
- Ability to assign and check the work of others.
- Ability to accurately complete necessary reports.
- Ability to communicate, both orally and in writing.
- Ability to lift items, often exceeding thirty pounds.
- Ability to operate laundry equipment.

MINIMUM QUALIFICATIONS:

Education: High School Diploma or Equivalent

Experience: 2-3 years full-time or part-time equivalent paid experience related to Cleaning Services

Education & Experience Substitution: N/A

Certificates, Licenses, Registrations: N/A

CLASS TITLE: Cleaning Services Coordinator 2**DISTINGUISHING CHARACTERISTICS:**

These positions manage all aspects of custodial operations for all Department of Administration buildings. They plan, organize, direct and evaluate the work of multiple units. These positions do not have budgetary responsibilities, but supervise all custodial staff and oversee contracted workers. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, directs and evaluates the general cleaning and custodial services for state owned facilities.
- Develops and implements operating procedures and work standards, schedules and staffing levels for the section; develops and implements employee initial and in-service training.
- Ensures compliance with all related policies, procedures, safety practices and other division requirements.
- Coordinates cleaning and room preparation activities with other General Services Division units, vendors, contractors and public/private groups using the Capitol Complex and Governor's Mansion.
- Ensures availability of required custodial and cleaning supplies and equipment; assists administrative staff in developing supply and equipment specifications; may participate in vendor evaluations.
- Evaluates training needs and oversees the provision of appropriate training for staff including safety and environmental hazard training and for the proper handling and disposal of hazardous chemicals and materials.
- Evaluates employee performance in accordance with established personnel procedures; responds to employee grievances; updates position descriptions as necessary.
- Maintains liaison with public officials and office tenants; reviews customer complaints and initiates corrective actions; assures timely response to special event/activities and emergencies.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of methods and practices in general cleaning, custodial services and floor care appropriate for the State Capitol Building, Governor's Mansion and other facilities.
- Knowledge of applicable federal and state regulations, policies and procedures related to custodial services including workplace safety and environmental hazards.
- Knowledge of types of equipment and supplies for use in custodial services and general cleaning of the State Capitol Building and Governor's Mansion.
- Ability to plan, organize and evaluate the work of multiple units of subordinate custodial services employees.
- Ability to supervise employees from varying socio-economic backgrounds.

- Ability to maintain effective customer relations with public officials, office tenants, vendors and the public using services provided by the section.
- Ability to prepare and present reports on section activities and special projects.
- Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Education: High School Diploma or Equivalent

Experience: 5-7 years full-time or part-time equivalent paid experience related to Cleaning Services, two years of which must have included supervisory responsibilities.

Education & Experience Substitution: N/A

Certificates, Licenses, Registrations: N/A

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