



STATE OF ALASKA

COMPETENCY SPECIFICATION

Occupational Group: LABOR TRADES, AND CRAFTS

CAREER AREA: *Environmental Services* 9171

9171-61
9171-60
9171-58
9171-57

Definition: Occupations involving physical abilities and effort in maintaining a clean and sanitary physical environment in State facilities, institutions and hospitals. The work includes laundry service, area cleaning including furniture, upholstery and carpets; maintaining clean and safe entrances and walkways and performing minor equipment and building maintenance and repairs.

Levels:

Competencies are the required knowledge, skills, abilities and work behavior demonstrated and required for the on-going essential functions of the job. Possession of competencies alone **will not** automatically advance an incumbent; rather the incumbent must utilize and demonstrate the competency in the on-going performance of *assigned* duties.

Journey: Worker is fully proficient. Work is performed independently, using standard methods and techniques, and consists of assignments that are typical of the occupational field. Journey workers can use a variety of interrelated skills to independently complete work that conforms to industry standards. The work may require proof of competence, training or certification.

9171-61 **I** The work is characterized by routine and repetitive tasks that are well defined, directly related and follow prescribed steps, methods and procedures. This level performs full range of *light duty* cleaning and laundry services, uses lighter weight, household variety and less specialized hand/power equipment requiring less physical ability and effort. Little, if any, assignments require outside work. (Common working titles: Custodian, Janitor, Housekeeper, Laundry Worker)

9171-60 **II** This is the fully proficient level for positions maintaining a clean and sanitary physical environment in State facilities, institutions and hospitals. The work is characterized by the independent performance of duties involving interrelated processes or steps and considerable physical ability and effort. Assignments require prior experience or training in using large/heavy equipment and specialized cleaning processes, snow/ice and debris removal equipment, hand and power tools, *i.e. heavy duty work*. Some work is performed outside to maintain clean and safe entrances. Actions taken may require discretion and judgment with regard to appropriateness, attainment of standards or in selecting appropriate tools, methods or materials. May train, direct and review the work of helpers. (Common Working Titles: Custodian, Janitor)

Lead: Worker performs the work and leads a group of other workers as defined by the collective bargaining unit contract, by directing and reviewing tasks. Lead worker assigns work; sets schedules and priorities; determines methods; provides training and instruction; evaluates and approves completed tasks.

9171-58 Performs the work and leads a group of journey or lower level workers by training, directing and reviewing tasks. (Common Working Titles: Lead Custodian or Lead Janitor)

Foreman: Worker who acts as an intermediary between workers and management to organize, assign and directly supervise the work of a labor, trades and crafts occupational group. The worker is accountable for the quality and quantity of the work accomplished.

9171-57 Is responsible for planning, coordinating, directing a crew performing environmental services for a State facility, institution or hospital and overseeing the administrative support activities. (Common Working Title: Custodial Services Forman)

Essential Core Competencies: “Common or typical” to the career area and required for all levels as appropriate to the specific position. *These are included in the position description and performance evaluation review process.*

Environmental Services
core

Basic knowledge of the

- techniques and methods for cleaning a variety of fabrics and providing laundry services
- general cleaning of building interiors
- use of cleaning agents, disinfectants and solvents
- personal hygiene, general sanitation and safe work standards
- record keeping systems, forms and procedures
- infection control practices, policies and procedures

Ability to

- communicate effectively with staff and customers
may include requirement in English to:
 read speak
 write understand
- read, understand and follow written policies and procedures, safety data sheets, and work assignments
- recognize real/potential maintenance and safety problems
- demonstrate concern for the safety and welfare of coworkers and others
- demonstrate a customer service orientation and display sensitivity and interest in customer concerns, needs and limitations
- complete work site required training and demonstrate the use of the knowledge gained
- meet quality/quantity control, safety and sanitation standards and to wear personal protective equipment and clothing
- follow and comply with oral instructions and organize assignments in logical sequence and to complete assignments within time constraints
- correctly and safely use institutional laundry and cleaning equipment and hazardous chemicals
- deal safely with bio-hazards and hazardous chemicals and their proper disposal
- adhere to conduct, security, confidentiality and property protection standards established by statutes, rules, regulations, policies and procedures of the work site
- do simple arithmetic calculations, count and alphabetize or put numbers in order, and record and report information
- respond effectively to aggressive or angry customers, patients, inmates or other institutional residents

Essential Technical Competencies:

These are included in the position description and performance evaluation review process

JOURNEY level workers will be required to meet the following

TO:

- have the required skills to handle difficult problems encountered
- have comprehensive knowledge of the subject or occupational area
- use judgment in determining actions
- exercise independence in determining actions
- plan and lay out work (i.e. determine how to do one's own work)
- make appropriate choice among alternatives
- complete work with only limited instruction and/or little or no advice
- proceed with work without having results or products generally reviewed in progress

Environmental Services Journey I 9171-61
in addition

Ability to

- use common household lightweight cleaning equipment, such as mops, brooms, dusters, vacuum cleaners.
- sort clothing and linen
- use standard commercial laundry machines

EXAMPLES OF DUTIES:

Does light dusting, cleaning, mopping and vacuuming in small areas and restrooms, using lightweight vacuum cleaners and scrubbers. Changes light bulbs.

Sorts heavily soiled laundry. Loads and unloads laundry, folds and delivers laundry items.

Environmental Services Journey 9171-60
in addition

Knowledge of techniques and methods to

- clean, deodorize and sanitize large living and work areas, furniture, upholstery, carpets and hard surface flooring
- apply and use of the full range of chemicals and equipment appropriate in the task

Ability to

- perform minor building maintenance repairs
- perform routine servicing of tools and equipment safely
- effectively remove snow, ice and debris from sidewalks and steps
- maintain an inventory of cleaning materials, supplies, chemicals and equipment
- recommend alternative solutions or take actions to solve problems encountered in the work

Skill in the safe and proficient use of

- cleaning equipment, chemicals and supplies
- hand and powered equipment, extension ladders, scaffolds and heavy cleaning or snow removal equipment

EXAMPLES OF DUTIES:

Operates industrial size vacuums, floor scrubbers and carpet cleaners to clean large areas such as dining room, dormitories, gymnasiums, activity rooms and large public areas.

Sorts heavily soiled laundry. Loads and unloads laundry, folds and delivers laundry items.

Does routine repair and maintenance on equipment such as changing rollers and brushes.

Clears and cleans driveways, stairways and sidewalks.

LEAD worker will be required

TO:

- assign, monitor, train and evaluate daily tasks
- make decisions and set and balance priorities
- coordinate tasks of others and work efficiently
- ensure adherence to work schedules, quality standards, safety and security rules
- give clear instructions
- recommend appropriate solutions to difficult situations
- motivate others

Environmental Services Lead 9171-58
in addition

Ability to

- research new equipment and chemical product information,
- set and ensure adherence to work schedules, quality controls, safety and security rules

EXAMPLES OF DUTIES:

Checks that shift workers clean public areas within established standards and without disruption to customers.

Demonstrates proper use of equipment and cleaning agents to others; trains in new procedures.

FOREMAN in addition will be required

TO:

- apply knowledge of individual and team behavior to the workplace
- display knowledge of supervisory principals and methods in dealing with employees
- utilize knowledge of best practices to maximize staff potential
- plan and manage resources to meet quality and quantity goals
- coach, mentor and counsel staff to meet competencies
- formulate training plans
- create and maintain an atmosphere of teamwork
- manage staff and resolve conflicts
- organize, set priorities, assign, evaluate and direct work of staff and/or contractors
- prepare and maintain records, correspondence and reports
- ensure safe work environment
- display skill in problem solving

Environmental Services Foreman 9171-57

in addition

Knowledge of

- administrative processes related to financial management, budgeting, purchasing, and planning
- environmental services operations to include inventory control, infection control and security

Ability to

- test and develop training materials

EXAMPLES OF DUTIES:

Writes and updates orientation and policy and procedure manuals.

Makes recommendations for supplies, new products and furnishings. Plans and coordinates services within established parameters.

Inspects, monitors and evaluates facility services and worker compliance to established standards and procedures.

Special Environmental or Hazardous Working Conditions and Physical Requirements:

Understanding of and willingness to work or interact with the resident population of a State

- correctional facility
- psychiatric hospital
- youth facility
- Pioneers' Home
- other

Exposure to

- unpleasant odors
- blood borne pathogens, body excrement's, infections/contagious diseases
- possibility of cuts, bruises and slippery floors
- hot, humid, dirty/dusty, noisy and congested areas
- hazardous materials and cleaning chemicals, needles, hot and sharp equipment/instruments
- inclement weather conditions
- physically demanding work with continuous standing and walking,
- frequent lifting, stooping, reaching, pushing, pulling, twisting and bending
- repetitive motion of hands and arms and gripping with hands
- physical attacks from residents
- may lift objects weighing up to 40 lb.
- may lift objects weighing over 40 lb.

Ability to obtain and retain

- Valid Alaska Driver's License
- Background investigation and employment check
- US Customs Security Clearance

Equipment: Basic household light-duty [L] and Commercial/ Institutional heavy-duty [H] Grade

<u>LAUNDRY</u>	[L]	[H]
<input type="checkbox"/> brushes	[]	[]
<input type="checkbox"/> carts/laundry bins	[]	[]
<input type="checkbox"/> extractors	[]	[]
<input type="checkbox"/> irons/pressers	[]	[]
<input type="checkbox"/> laundry folding machines	[]	[]
<input type="checkbox"/> marking machines	[]	[]
<input type="checkbox"/> sewing machine	[]	[]
<input type="checkbox"/> washers and dryers	[]	[]
<input type="checkbox"/> weight scales	[]	[]

<u>JANITORIAL</u>	[L]	[H]
<input type="checkbox"/> brooms	[]	[]
<input type="checkbox"/> buffers	[]	[]
<input type="checkbox"/> carpet extractors	[]	[]
<input type="checkbox"/> chemical dispensers	[]	[]
<input type="checkbox"/> dollies	[]	[]
<input type="checkbox"/> floor scrubbers	[]	[]
<input type="checkbox"/> gloves & gowns	[]	[]
<input type="checkbox"/> mops and mop buckets with wringer	[]	[]
<input type="checkbox"/> personal protection equipment	[]	[]
<input type="checkbox"/> shampoo applicators	[]	[]
<input type="checkbox"/> scrubbers squeegee	[]	[]
<input type="checkbox"/> trash compactor	[]	[]
<input type="checkbox"/> vacuums, wet and dry	[]	[]

<u>BUILDING AND GROUNDS</u>
<input type="checkbox"/> battery chargers
<input type="checkbox"/> high pressure sprayers
<input type="checkbox"/> ladders over 6'
<input type="checkbox"/> ladders under 6'
<input type="checkbox"/> ladders with extensions
<input type="checkbox"/> scaffolding
<input type="checkbox"/> shovels
<input type="checkbox"/> small hand tools
<input type="checkbox"/> sweepers

<u>VEHICLES</u>
<input type="checkbox"/> car
<input type="checkbox"/> van
<input type="checkbox"/> pick-up or light trucks

<u>OFFICE</u>
<input type="checkbox"/> calculator

Occupational Group: LABOR TRADES, AND CRAFTS
CAREER AREA: *Environmental Services*

9171

- computer
- copier

OTHER:

Orig: LTC Study 07/01/99 (JKE)

Previous history: P9185-60; P9186-58; P9187-56; P9188-55;
P9520-60; P9558-58; P9597-57