



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 2001

CUSTODIAN

D8B1TX TO D8B4XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses four levels in the Labor, Trades, and Crafts Occupational Group and describes cleaning and maintaining building interiors and furnishings in state institutions and facilities. Following sanitary standards, positions wash, wipe, dust, scrub, scour, launder, disinfect, vacuum, sweep, mop, buff, and polish surfaces, floors, walls, windows, lavatories, furnishings, and fabric and collect and dispose of trash. Assignments may include keeping exterior walkways clear of debris and snow.

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CUSTODIAN I

D8B1TX

CONCEPT OF CLASS

This class describes the fully operational level. Positions operate independently in performing the full range of custodial tasks and problem solving. The assignment is clearly defined so the position follows established work procedures. Positions operate within standard guidelines and alternatives that are known and any deviation from such requires prior approval. Many assignments do not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and

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appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines that cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

CUSTODIAN II

D8B2XX

CONCEPT OF CLASS

This class describes the work leader. In addition to operating independently to perform the full range of custodial tasks, work leaders exercise some control over the continual work product of others. This class differs from the Custodian I on Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

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Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines that cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

CUSTODIAN III

D8B3XX

CONCEPT OF CLASS

This class describes the first-level supervisor. The supervisor is responsible for a work unit including accountability for the use of equipment, space, and resources. Supervisors in this class directly control the work of assigned staff and determine the work procedures for the unit. Although positions follow established work processes, they have the authority to determine the procedures required to accomplish the work. Positions use judgment on an ongoing basis to select the most appropriate technical guidelines and adapt them to develop work procedures that accomplish tasks. This class differs from the Custodian II on Decision Making, Complexity, and Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

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Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of processes, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

CUSTODIAN IV

D8B4XX

CONCEPT OF CLASS

This class describes the second-level supervisor. Positions directly control the daily operation of multiple work units through subordinate unit supervisors. This class differs from the Custodian III on Purpose of Contact and Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of processes, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task

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is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a manager. The manager must be accountable for multiple units through the direct supervision of at least two subordinate Unit Supervisors; and, have signature authority for actions and decisions that directly impact pay, status, and tenure. Elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, second-level signature on performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 7/1/01 (LLB). Changed pay relationships for Custodian III and Custodian IV. Published as proposed 11/3/00.

Effective 7/1/00 (LLB). Laundry Worker III (D5F4) abolished as part of the LTC consolidation study. Draft published 3/31/99, proposed 5/24/99, and final 7/1/99.

Effective 7/1/99 (LLB). LTC consolidation study consolidated Custodian I through Housekeeping Supervisor II (D5C2-5) and Laundry Worker (D5F2-4). Draft published 3/31/99 and proposed 5/24/99.

Effective 9/1/93 (LDS). Job Evaluation System Revision project. Published proposed 5/17/93. Housekeeping (D5C) and Laundry (D5F).

Revised 10/1/87. Change in pay differential for Custodial Supervisor III (A9259).

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Revised 7/1/85. Changed class code, relationship, entrance requirements for Custodian, Lead Custodian, Custodial Supervisor I - II, Housekeeping Supervisor II (A9262); class code and grade for Housekeeping Supervisor III (A9264); class title, grade, relationship, entrance requirements for Housekeeping Supervisor IV (A9266). Created Custodial Supervisor III (A9259).

Revised 1/1/85. Changed class code, grade, relationship, entrance requirements for Housekeeping Supervisor I (A9260).

Revised 3/1/77. Changed entrance requirements for Custodial Supervisor I - II (9256-A9258). Changed relationship for Housekeeping Supervisor I (A9260); class code and entrance requirements for Housekeeping Supervisor II (A9262); entrance requirements for Housekeeping Supervisor IV (A9266). Created Housekeeping Supervisor III (A9264).

Revised 7/1/76. Changed entrance requirements for Custodial Supervisor I - II (A9256-A9258).

Revised 2/1/76. Changed entrance requirements for Housekeeping Supervisor IV (A9266).

Created 1/1/75. Custodian, Lead Custodian, Custodial Supervisor I - II (A9250-A9258), Housekeeping Supervisor I - II (A9260-A9262), and Housekeeping Supervisor IV (A9266).

Created 7/1/75. Laundry series (A9100-A9110).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Custodian I	Defined	Prescribed	Exchange	Indiv. Contributor
Custodian II	Defined	Prescribed	Exchange	Work Leader
Custodian III	Operational	Patterned	Detect or Advise	Unit Supervisor
Custodian IV	Operational	Patterned	Detect or Advise	Manager