



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 1999

GENERAL LABOR

D8D1TX TO D8D3XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses three levels in the Labor, Trades, and Crafts Occupational Group and describes physical work involving a wide variety of general tasks. Some of the tasks may relate to other occupations, however, the primary focus of the work in this series is on strenuous, general labor. Assignments include, for example, loading and unloading furniture, equipment, and supplies; setting up tables and chairs for events; digging ditches and trenches; building fences; doing demolition work; performing minor, repetitive, simple repairs and maintenance on equipment or buildings. Duties may include the operation of equipment and the use of tools.

INDEX: General Labor I begins on this page, General Labor II begins on page 2, and General Labor III begins on page 3.

GENERAL LABOR I

D8D1TX

CONCEPT OF CLASS

This class describes full-operating general labor work. Positions operate independently to perform the full range of tasks and determine solutions to the full range of problems. Judgment is used to select the most appropriate guidelines and adapt them to accomplish the tasks. Positions continually determine practical solutions to problems and applying specific processes, techniques, and methods. Positions serve as a resource to others. Some 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

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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. For example, positions determine the appropriate tools and supplies necessary to complete a job.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which 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. For example, positions use appropriate, established safety techniques when moving and lifting heavy objects or when handling and storing chemicals.

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. For example, a position listens to customer or tenant complaints and, if unable to accommodate the request, explains why.

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.

GENERAL LABOR II

D8D2XX

CONCEPT OF CLASS

This class describes the work leader. In addition to the duties and responsibilities of the General Labor I, work leader positions are partially accountable for the work product of two or more full-time equivalent positions. Positions monitor work schedules, maintain equipment and supplies, train new employees, and maintain leave records. This class differs from the General Labor I on Complexity, Purpose of Contact, and Line/Staff Authority.

FACTORS

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

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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.

Complexity --The nature of, and need for, analysis and judgment is patterned, as described here. Positions repair custodial equipment and make determinations that certain equipment is no longer repairable. Guidelines exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which 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. For example, positions repair parking equipment and coin machines, order parts, and decide which equipment is beyond repair.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising and/or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position listens customer or tenant complaints and, if unable to accommodate request, explains why.

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 work flow, 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.

GENERAL LABOR III

D8D3XX

CONCEPT OF CLASS

This class describes the supervisory level. Supervisory positions are accountable for actions and decisions that impact pay, status, and tenure of three or more full-time equivalent positions. Positions in this class may also perform the duties of the lower-level classes in the series. This class differs from the General Labor II on Decision Making and Line/Staff Authority.

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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. For example, positions plan and coordinate services for customers by estimating time and equipment needed, and considering other unit assignments and priorities.

Complexity --The nature of, and need for, analysis and judgment is patterned, as described here. Positions consider the needs of the customer and try to accommodate them during the scheduled move. Guidelines exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which 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. For example, when determining moving charges, a position estimates time, labor, and equipment needed to do the job.

Purpose of Contact --Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising and/or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position notifies the customer of the scheduled move and resolves problems arising from moving the customer's furniture or equipment.

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 the 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.

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.

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CLASS SERIES HISTORY

Effective 7/1/99 (PVO). LTC Consolidation Study. Class codes changed on Utility Worker (D1O). Draft published 3/31/99 and proposed 5/24/99.

Effective 9/1/93 (LDS). Job Evaluation System Revision project. Published proposed 5/24/93.

Revised 12/1/86. Revised class code and entrance requirements on Utility Worker I (A4020X), Utility Worker II (A4022X), and Supervising Utility Worker (A4022X).

Revised 12/1/86. Revised class code, title, nature of work, and entrance requirements on Maintenance Mechanic Helper (A4800X).

Created 1/1/75. Utility Worker I (A4020X), Utility Worker II (A4022X), Supervising Utility Worker (A4022X), and Maintenance Mechanic Helper (A4800X).

SUMMARY OF FACTOR RATINGS

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