



**STATE OF COLORADO**  
**CLASS SERIES DESCRIPTION**  
**July 1, 2001**

**LABORATORY SUPPORT**

C8C1TX TO C8C3XX

**DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses three levels in the Health Care Services Occupational Group and describes laboratory-related support work. The work is concerned with receiving, storing, preserving, preparing, dispensing, and disposing of supplies, equipment, and materials in health care, education, and research laboratories. Positions sterilize supplies and equipment; assemble sterile and non-sterile supplies, trays, and packages; receive, store, and dispose of human anatomical materials; order, store, and mix chemicals; keep records; maintain supply and equipment inventories; provide materials for college courses; and maintain a clean, sanitary environment.

**INDEX:** Laboratory Support I begins on this page, Laboratory Support II begins on page 2, Laboratory Support III begins on page 3.

**LABORATORY SUPPORT I**

C8C1TX

**CONCEPT OF CLASS**

This class describes the full-operating level. Positions operate independently in performing the full range of support tasks and problem solving. Positions follow established work procedures and operate within standard guidelines and alternatives.

**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

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **LABORATORY SUPPORT**

**July 1, 2001**

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 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.

## **LABORATORY SUPPORT II**

C8C2XX

### **CONCEPT OF CLASS**

This class describes the work leader. In addition to the duties performed at the Laboratory Support I level, work leaders are partially accountable for the work product of two or more full-time equivalent positions. Laboratory Support II differs from Laboratory Support 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

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **LABORATORY SUPPORT**

**July 1, 2001**

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 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.

### **LABORATORY SUPPORT III**

C8C3XX

#### **CONCEPT OF CLASS**

This class describes the highest level in laboratory support. Positions in this level have the authority to design and implement, without prior approval, the general operations to accomplish the unit's work. Work includes, but is not limited to, deciding what operations will be performed and how processes will be implemented; creating and revising procedures; establishing general record keeping systems. There is more flexibility and latitude in adapting practical approaches or routines for various situations. Not all circumstances are covered by established guidelines so positions must improvise solutions and alternatives. Laboratory Support III differs from Laboratory Support II on Decision Making, Complexity and Line/Staff Authority.

#### **FACTORS**

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

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **LABORATORY SUPPORT**

**July 1, 2001**

**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 standard operating procedures, 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 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.

### **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). HCS Consolidation Study consolidated Central Services Tech I (C3B1), Lab Assistant I and II (C4B2-3) and Morgue Tech (C4D). Abolished Central Svs Tech II and III (C3B2-3). Draft published 2/21/01, proposed 5/10/01, and final 7/1/01.

Effective 9/1/93 (KAS). Job Evaluation System Revision project. Converted Central Service Tech A and B (A5060-1) to Central Services Tech I (C3B1). Converted Lab Assistant from

**CLASS SERIES DESCRIPTION (Cont'd.)**

**LABORATORY SUPPORT**

**July 1, 2001**

A5401,3,5 to C4B2-3. Converted Morgue Tech from A5488 to C4D. Published as proposed 5/10/93.

Revised 1/1/89. Changed in-grade hire step for Central Services Tech.

Revised 9/1/86. Changed relationship for Lab Assistant IA and IB. Changed nature of work, KSAs and pay grade for Central Services Tech (A5060-1).

Revised 7/1/84. Changed in-grade hire step for Lab Assistant.

Created 1/1/75. Central Service Tech, Lab Assistant and Morgue Tech.

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Laboratory Support I	Defined	Prescribed	Exchange	Indiv. Contributor
Laboratory Support II	Defined	Prescribed	Exchange	Work Leader
Laboratory Support III	Operational	Patterned	Exchange	Indiv. Contributor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services