



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 1999

SCHEDULER

D9F1TX

DESCRIPTION OF OCCUPATIONAL WORK

This class uses one level in the Labor, Trades, and Crafts Occupational Group and describes coordinating and scheduling work for trades where the position is located in a physical plant maintenance control center or similar unit, and usually includes lead work over service dispatchers and clerical staff. Positions receive and schedule work assignments based on the orders received from the service desk, schedule jobs for the various shops, notify managers and supervisors, assign charges and codes to work orders, prepare periodic cost reports, and compose weekly project status reports. The position may also coordinate scheduled mechanical and electrical outages, provide emergency, operational, and routine information to, and/or receive information from, maintenance personnel, customers or users, and other agency personnel.

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CONCEPT OF CLASS

This class describes the fully-operational coordinating and scheduling work on assignments received through the service desk, scheduling jobs for the various shops, notifying managers and supervisors, assigning charges and codes to work orders, preparing periodic cost reports, and composing weekly project status reports. The work may also involve coordinating scheduled mechanical and electrical outages, provide emergency, operational, and routine information to maintenance personnel, customers or users, and other agency personnel; and receiving information from them. Work assignments are received verbally or by written or computer orders and are carried out in accordance with the agency physical plant policies and procedures.

FACTORS

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

CLASS SERIES DESCRIPTION (Cont'd.)

SCHEDULER

July 1, 1999

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 change scheduled repairs to meet emergency situations.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study available information such as equipment manufacturers manuals and service bulletins, appropriate state and local government codes, trade-specific manuals and practices, and agency guidelines and determine what they mean and how they relate to the specific assignment in order to reach a practical solution by repairing the problem. Guidelines in the form of written manuals exist for most situations. Additionally, verbal instructions are given from supervisory personnel. 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 most may be correct but one is better than another depending on the given circumstances of the situation. Positions, for example, develop emergency and routine service desk operating procedures.

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. Positions provide routine service information to customers.

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 7/1/99 (DLF). LTC consolidation study changed class code and title. Draft published 3/31/99 and proposed 5/24/99.

CLASS SERIES DESCRIPTION (Cont'd.)
SCHEDULER
July 1, 1999

Effective 9/1/93 (LDS). Job Evaluation System Revision project. Published proposed 6/1/93.

Revised 12/1/86. Changed class code, title, nature of work, entrance requirements, and pay differential on Physical Plant Operations Scheduler (A4874X).

Created 12/1/80. Physical Plant Operations Scheduler (A4874X).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Scheduler	Operational	Patterned	Exchange	Indiv. Contributor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services