

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. **007220**
 6. OPM Certification No.

2. Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location VA BOSTON HCS		5. Duty Station BROCKTON, MA		7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Explanation (Show any positions replaced) REDESCRIPTION OF PDA# 007220 GS-1658-9 DATED 2/23/07 MANAGER				10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in _____) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position is: <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive		13. Competitive Level Code S01			
								14. Agency Use 10-081					

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	LAUNDRY PLANT SUPERINTENDENT	GS	1658	12	59	7/29/10 A.O.
e. Recommended by Supervisor or Initiating Office	ASSISTANT CHIEF, LAUNDRY SERVICE					

16. Organization Title of Position (If different from the official title) **TITLE CODE 1658-20-00**

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment
 VA Boston Healthcare System

a. First Subdivision
 Administrative Services

b. Second Subdivision
 VISN 1 Laundry

c. Third Subdivision

d. Fourth Subdivision

e. Fifth Subdivision

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

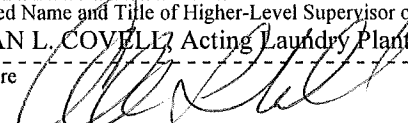
Signature of Employee (optional)

20. **Supervisory Certification.** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor


Signature _____ Date _____

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
ALLAN L. COVELL, Acting Laundry Plant Manager

Signature  Date **4/27/10**

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

Typed Name and Title of Official Taking Action
SCOTT T. JONES
HR SPECIALIST

Signature  Date **7/29/10 A.O.**

22. Position Classification Standards Used in Classifying/Grading Position
US OPM GENERAL SERVOLE SUPERVISORY GRADE (GS-6), DATED 3/18/05-SX
US OPM POSITION CLASSIFICATION JOB FAMILY STANDARD FOR ADMINISTRATIVE WORK IN THE EQUIPMENT, FACILITIES, AND SERVICES GROUP, GS-1658, LAUNDRY OPERATIONS SERVICES SERIES, DATED 7/03

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

25. Description of Major Duties and Responsibilities (See Attached)

Supv. Lvl: **6** BUS: **8888**

Risk Lvl: **(L) M H**
NACE

Assistant Chief, Laundry Service

Introduction

This position serves as a Deputy to the Chief of the VISN One Consolidated Laundry Service and fully shares in the duties, responsibilities, and authorities of the organization. In the absence of the Chief, the incumbent of this position is fully responsible for the day to day operation of the Laundry Service. The VISN One Consolidated Laundry Service provides full laundry support to all 10 VA facilities located within the New England region. This organization processes approx. 7,920,000 pounds of laundry per annum. The combined cost for Utilities (Water, Electric, Steam, Natural Gas) consumed in the processing of laundry exceeds \$460,000 per annum. The organization purchases approx. \$1,230,000 of Linen products per annum. In addition, the organization operates a fleet of vehicles for pickup and delivery with a combined gross vehicle weight in excess of 100,000 pounds. The annual transportation cost to operate and maintain these vehicles is approx. \$380,000.

This Consolidated Textile Processing Plant is located in Brockton, MA. This plant processes linens, patient clothing, uniforms and specialty items (operating room linens, bed pads, mops, restraints, bedspreads, etc.) for ten (10) medical centers; Brockton, West Roxbury, Boston, Bedford, Northampton, Providence RI, Manchester NH, West Haven/Newington CT, Togus ME, and White River Junction VT. The organization also provides linens services to seven (7) outpatient clinics and maintains two linen service contracts with private industry.

Knowledge Required

Knowledge of laundry plant policies, procedures, facilities and operations associated with medical center laundry functions that cover a major region in order to plan and carry out the operations and scheduling requirements of the laundry plant to meet customer requirements and delivery times.

Ability to supervise a wage grade workforce through subordinate supervisors/leaders by following personnel management policies and procedures, union contracts, special emphasis programs, etc.

Knowledge of safety policies and procedures, especially in the area of Laundry Operations.

Ability to analyze in order to evaluate effectiveness of Laundry operations and recommend changes.

Ability to communicate effectively orally and in writing with a wide variety of personnel and multiple installations.

Knowledge of Human Resource requirements in order to determine staffing needs and organizational structure to determine effectiveness of manpower and resource utilization. Makes HR recommendations to the Chief, Laundry Service.

Knowledge of Laundry Service day to day Budgeting/Funding issues in order to assist the Chief in determining the allocation of available monetary resources to various functions within the Laundry Service, based upon past experience. Assists in maintaining control over funds allocated to assure the continued successful operation of the Laundry Service.

Detailed Knowledge of Laundry Service operations in order to work with the Chief in identifying problems, initiating corrective actions and determining the resources necessary to be in compliance with JCAHO, EPA, DVA, OSHA, etc. policies and regulations.

Factor 1 – Program Scope and Effect:

This position directs a subordinate work force that is predominantly composed of Wage Grade positions. The Laundry Service carries out a vital support function which directly impacts upon the quality of health care provided by the VA throughout the New England region. The organization provides laundry services which are crucial to the successful day-to-day operation of several VA facilities.

Factor 2 – Organizational Setting:

This position reports directly to the Chief, Laundry Service, a GS-673-14, Hospital Housekeeping Officer position. The Chief, Laundry Service position is located two levels below the Medical Center Director, which is an SES-level position.

The incumbent is under the general supervision of the Chief, Laundry Service, and acting as a Full Deputy, exercises responsibility for all routine actions and assignments, and also makes recommendations on actions affecting policy. Questions on policy are referred to the Chief. The incumbent acts for the Chief during absence. Work is reviewed for effectiveness in personnel management and accomplishment of goals within policy guidelines and other standards. The incumbent shares responsibility for ensuring compliance with Agency and Medical Center directives and communication of necessary items from such directives to subordinate employees for compliance by means of meetings, individual contact and writing. Assists in the communication of Laundry Service goals, plans and objectives to other services and organizations by means of appropriate lines of communication.

The incumbent shares the primary responsibility with the Chief to administer, manage, direct and control all elements of the Laundry Service and for ensuring compliance with safety regulations, codes, etc. The incumbent coordinates actions with other services to resolve inter-service problems.

Factor 3 – Supervisory or Managerial Authority Exercised:

At a minimum, the incumbent carries out at the following first-line Supervisory authorities and responsibilities:

1. Plans work to be accomplished by subordinates, sets and adjusts short-term priorities, and prepare schedules for completion of work;

2. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees;
3. Evaluates work performance of subordinates;
4. Give advice, counsel, or instruction to employees on both work and administrative matters;
5. Interviews candidates for positions in the organization; recommends appointment, promotion, or reassignment to such positions;
6. Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager;
7. Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases;
8. Identifies developmental and training needs of employees, providing or arranging for needed development and training;
9. Finds ways to improve production or increase the quality of the work directed;
10. Develops performance standards.

In addition, the position also performs the following 2nd-level Supervisory duties:

1. Using any of the following to direct, coordinate, or oversee work: supervisors, leaders, team chiefs, or comparable personnel; and/or providing similar oversight of contractors;
2. Exercising significant responsibilities in dealing with officials of other units or organizations, or in advising management officials of higher rank;
3. Assuring reasonable equity (among units, groups, teams, projects, etc.) of performance standards and rating techniques developed by subordinates or assuring comparable equity in the assessment by subordinates of the adequacy of contractor capabilities or of contractor completed work;
4. Direction of a program or major program segment with significant resources (e.g., one at a multimillion dollar level of annual resources);
5. Making decisions on work problems presented by subordinate supervisors, team leaders, or similar personnel, or by contractors;
6. Evaluating subordinate supervisors or leaders and serving as the reviewing official on evaluations of nonsupervisory employees rated by subordinate supervisors;
7. Making or approving selections for subordinate nonsupervisory positions;

8. Recommending selections for subordinate supervisory positions and for work leader, group leader, or project director positions responsible for coordinating the work of others, and similar positions;
9. Hearing and resolving group grievances or serious employee complaints;
10. Reviewing and approving serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates;
11. Making decisions on nonroutine, costly, or controversial training needs and training requests related to employees of the unit;
12. Determining whether contractor performed work meets standards of adequacy necessary for authorization of payment;
13. Approving expenses comparable to within-grade increases, extensive overtime, and employee travel;
14. Recommending awards or bonuses for nonsupervisory personnel and changes in position classification, subject to approval by higher level officials, supervisors, or others;
15. Finding and implementing ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices.

Factor 4 – Nature of Contacts and Purpose of Contacts:

Subfactor 4A – Nature of Contacts:

Contacts are with laundry plant personnel, other medical center employees, personnel from organizations receiving laundry services, VISN personnel, Directors offices, etc.

Subfactor 4B –Purpose of Contacts:

The purpose of the work is to coordinate laundry work efforts, resolve problems and conduct planning and work direction functions. The incumbent is responsible to justify, defend, or negotiate in representing the Laundry Service, to obtain or commit resources for Laundry activities, and to gain compliance with established Laundry Service policies and regulations. Contacts at this level involve active participation in Laundry-related conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance to the organization.

Factor 5 – Difficulty of Typical Work Directed:

This position supervises the following nonsupervisory subordinate positions:

<u>Series/Grade</u>	<u>FTE</u>	
WG-7304-2	17	Laundry Worker
WG-7304-5	1	Laundry Worker
WG-7305-3	6	Laundry Machine Operator
WG-7305-6	1	Laundry Machine Operator (MVO)
WG-7305-6	1	Laundry Machine Operator
WG-7305-8	1	Laundry Machine Operator (MVO)
WG-4749-8	1	Maintenance Worker
WG-5317-11	2	Laundry Equipment Mechanic
WG-5703-8	2	Motor Vehicle Operator

Total FTEE 32

This position also supervises the following subordinate supervisory positions:

WG-7304-2	1	Laundry Worker Supervisor
WG-7301-3	1	Laundry Leader Supervisor
WG-7301-5	1	Laundry Leader Supervisor

Factor 6 – Other Conditions:

This position is more challenging than a typical Supervisory position where the series for the Supervisory position is usually identical to the series of all of the subordinates. This position is responsible for supervising positions that fall within 6 different occupational series.

The position must deal with significant Special Hazard and/or Safety Conditions. The incumbent must make provisions for significant unsafe or hazardous conditions occurring during performance of the work of the organization. The Laundry service is required to process soiled laundry which is received from a variety of VA facilities engaged in the provision all types of health care (Surgery, Therapy, Emergency Care, etc.). Therefore, the material received contains the potential to transmit a variety of infectious/communicable diseases. The incumbent of this position is responsible for ensuring that all material received for processing is handled safely and cleaned properly.

General Responsibilities: The incumbent is required to comply with the established policies for all supervisory positions such as EEO, Safety and Health, Sound Position Management, etc.

Customer Service

Incumbent meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Incumbent provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Incumbent protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Incumbent protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

GEMS

The incumbent is responsible for providing representation to the Green Environmental Management System (GEMS) Committee if they have environmental activities that fall under the GEMS program.

Supervisors are responsible for the completion of annual environmental aspect/impact analysis in collaboration with the GEMS Coordinator, for improving environmental performance within their service, including activities associated with proper storage/disposal.*

The incumbent shall consider environmentally preferable and recycled products in all purchasing decisions. **