

POSITION DESCRIPTION (Please Read Instructions on the Back)

HRMS COPY

1. Agency Position No. 3486
6. OPM Certification No.

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input checked="" type="checkbox"/> Other <i>(Show any positions replaced)</i>		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location Phoenix, AZ		5. Duty Station VA Medical Center		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial		9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)				7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		11. Position is: <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 2-Noncriti cal <input type="checkbox"/> 3-Critical Sensiti <input type="checkbox"/> 4-Specia		13. Competitive Level Code X01	

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 Manager	GS	1658	09	pt	12-21-07
e. Recommended by Supervisor or Initiating Office	Laundry Plant Manager	GS	1658	09		

16. Organization Title of Position (If different from the official title)
Laundry General Foreman

17. Name of Employee (if vacant, specify)
MATUSZAK

18. Department, Agency, or Establishment
Department of Veterans Affairs

a. First Subdivision
Veterans Health Administration

b. Second Subdivision
Carl T. Hayden VA Medical Center

c. Third Subdivision
Facilities Services

d. Fourth Subdivision
Environmental Management Division

e. Fifth Subdivision

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

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
John Flowers, Assistant Administrator EMD
Signature: *John A. Flowers* Date: 11-9-07

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
Date

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
Diane Tinsley, HR Specialist
Signature: *Diane Tinsley* Date: 12-21-07

22. Position Classification Standards Used in Classifying/Grading Position
Job Family PCS for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600, 05/03.
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

Description of Major Duties and Responsibilities (See Attached)

LAUNDRY PLANT SUPERVISOR

GS-1658-9

PD # 3486

PRINCIPLE DUTIES AND RESPONSIBILITIES

The incumbent is assigned to Environmental Management Department, Textile Care Section, at the VA Medical Center, Phoenix, AZ. This section processes approximately 2.6 million pounds of soiled linen annually for Prescott and Tucson VAMCs, the Arizona State Veterans Home, and Phoenix VAMC.

The incumbent will act as full assistant to the Textile Care Manager. The incumbent will set priorities on basis of work schedules, machinery downtime or inclement weather.

The incumbent will establish workflow to meet inventory requirements of each facility. Determines the number of employees required to accomplish tasks and meet deadlines. He/she will have the expertise to direct workflow, minimize employee confusion, and employee frustration when motivating work performance.

The incumbent must have thorough knowledge of washroom chemistry, laundry equipment, including state-of-the-art-computerized system in the laundry, and types of linen to conduct training to subordinates.

The incumbent is responsible for the training and cross training of employees and volunteers. Will conduct fire and safety classes, while enforcing regulations on conduct and safety.

The incumbent will schedule annually, annual leave requests and approve sick leave and/or annual leave of subordinates. Incumbent will counsel and make recommendations concerning subordinates as deemed necessary. Will make formal appraisals of subordinates work performances for the semi-annual performance appraisals.

The incumbent is directly responsible for work quality in all areas in laundry and distribution, utilizing laundry supervisor and work leaders.

The incumbent will maintain all records necessary for accountability and statistical information for preparing reports for Quality Assurance. He/she is responsible for preparing reports for Quality Assurance. He/she is responsible for preparing work areas assuring work quality and maintaining the cleanliness of the laundry.

The incumbent has hill supervisory responsibility for 24 full-time equivalent employees.

- 01 - WL-05 Laundry Work Leader
- 02 - WG-05 Laundry Machine Operator
- 02 - WG-03 Laundry Machine Operator
- 01 - WG-03 Seamstress
- 18 - WG-02 Laundry Workers

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SUPERVISORY CONTROLS

The incumbent is under direct supervision of the Textile Care Manager. He/she works independently and keeps the Textile Care Manager informed of the Overall progress of all employees under his/her supervision.

OTHER SIGNIFICANT FACTS

Skills and Knowledge - Incumbent is required to be mentally alert when receiving or issuing instructions when may be verbal or written. Accuracy is required in duties such as maintaining records, conducting surveys, linen/uniform inventories, etc. Is required to follow all safety regulations and insure that employees under his/her supervision do the same. Tact and skill are required in dealing with subordinated in regard to discipline, praise, instructions, and assignments for special instructions.

Responsibility - is responsible and accountable for the effective operation of the Linen Production Program. Must deal effectively with patients, staff, and subordinates - retaining composure, even under trying or antagonistic circumstances.

Physical Effort - The incumbent is required to work continuously on concrete or tiled flooring. May be required to do heavy lifting (up to 50 pounds), standing, stooping, and bending. Must be able to climb ladders, move heavily loaded carts and work in congested areas. The incumbent must be capable of operating all power equipment in the laundry operation and all vehicles assigned to the laundry.

Work Conditions - Work is normally performed in a well-lighted and climate-controlled atmosphere.

Safety - The incumbent is responsible for training all subordinated in and assuring compliance with fire and safety regulations. Reports accidents and hazards immediately. Prepares necessary accident reports.

Administration - Schedules leave requests of subordinates, sets performance expected and makes formal appraisals of their work performance for promotion or re-assignment and or initiates disciplinary actions as needed.

I. FACTOR 1 - CUSTOMER RELATIONS (CRITICAL ELEMENT)

("Customers" is defined to include the following: veteran patients, employees, visitors, etc.)

A. **Communication** - Communicates with the customers in a manner which effectively projects a positive, cooperative image of the organization and treats our customers with courtesy, dignity, and respect. No more than two (2) valid complaints or rude or inappropriate behavior during the rating period. Valid complaints will be determined by your supervisor. (60%)

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B. Quality of Service - Information and services provided to our customers shall be presented in a thorough and timely manner. Periodic reviews of your methods will be conducted to ensure applicable approaches and circumstances were examined before providing the advice or information. No more than three (3) incidents where you fail to provide information and service in a thorough and timely manner during the rating period. (30%)

C. Follow-up - Inform your supervisor or other appropriate officials of any issue or potential incidents when a customer may be dissatisfied or angry as a result of the information given. No more than two (2) incidents during the rating period where you fail to inform your supervisor or other appropriate officials about a dissatisfied or angry customer. The validity of such incidents will be determined by your supervisor. (10%)

II. FACTOR 2 - WORK DIRECTOR (CRITICAL ELEMENT)

A. Submits and/or completes all reports, projects, and/or assignments within established time frames as required by Textile Care Manage. Plans monthly or quarterly work schedules for subordinates and sets priorities to maximize production. Assures daily work assignments are completed by subordinates. (60%)

B. Will counsel and make recommendations concerning subordinates. Will complete formal appraisals of subordinates work performance for the semiannual and annual performance. (40%)

III. FACTOR 3 - RESOURCE MANAGEMENT

A. Ensures that all necessary supplies are maintained and stored. No more than three (3) incidents of not having sufficient supplies. Ensures work areas are kept clean and assign subordinates to sanitize laundry as needed. Assures equipment is working properly and submits work orders as needed. (70%)

B. Provides annual review of the laundry operation resource utilization. (30%)

(1) Equipment needs

(2) Supply needs

(3) Workload

IV. FACTOR 4 - TEAM PERFORMANCE

A. Strives to develop teamwork and cooperation between subordinates. Provides subordinates the necessary tools to complete work assignments. Will coordinate the linen process through the laundry to assure customer satisfaction and to prevent losses. (70%)

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B. Will develop and work with Service Action Teams to address opportunities for service level improvement and solutions to Medical Center problems/issues. Action Teams are designed to empower employees within the decision making process and promote TQI concepts. (30%)

V. FACTOR 5 - SAFETY (CRITICAL ELEMENT)

A. Conforms with EMS and Medical Center Safety procedures and requirements to avoid injury to self and others. There should be no more than one (1) - recorded incident of unsafe work practices per rating period. Identifies unsafe conditions to appropriate personnel to avoid injury to self and others. Employee uses good judgment and practices sage working habits to avoid job related injuries. (60%)

B. Prepares all reports and documentation pertaining to employee injuries within established time frames. (20%)

C. Will conduct classes on safety and will enforce regulations on conduct and safety. (20%)

VI. FACTOR 6 - ADP Security (This only applies if employee has ADP access)

A. Performs official duties relating to the access of sensitive printed and/or electronic files in a confidential manner utilizing security procedures as described in a computer access agreement. (20%)

B. Meets the established ADP security goals and objectives stated in the medical center's policy. Refers actual/potential hardware and security violations to the Assistant Administrator, Environmental Management Department for evaluation within an acceptable time frame as determined by the Assistant Administrator, Environmental Management Department. (20%)

C. The computer system codes and the information accessed in the computer are deemed confidential and privileged under provisions of the Privacy Act and the Freedom of Information Act. These codes and information/data shall not be transmitted to anyone without proper authorization as provided for by law or regulation. (60%)

Department of Veterans Affairs POSITION RISK AND SENSITIVITY LEVEL DESIGNATION

LOCATION NUMBER/ORGANIZATION
 Carl T. Hayden VA Medical Center

SUBJECT NAME (Optional)	POSITION TITLE/GRADE	POSITION DESCRIPTION NUMBER (PD #)
	Laundry Plant Supervisor, GS-1658-09	3486

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102 and 732.201.

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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STEP 2 - POSITION RISK POINTS
 See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2

STEP 3 - POSITION SENSITIVITY LEVEL
 National Security Classified Information

LINE NO.	RISK FACTOR	RISK POINTS
1.	Degree of Public Trust	3
2.	Fiduciary Responsibility	1
3.	Importance to Program	1
4.	Program Authority	1
5.	Supervision Received	3
6.	Total Risk Points (Sum of Lines 1-5) ▶	9

NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.

SENSITIVITY LEVEL

SPECIAL SENSITIVE CRITICAL SENSITIVE
 NON-CRITICAL SENSITIVE NONSENSITIVE

STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER

NOTE: All positions are reviewed by Information Security Officer for access to VA information systems.

CONCUR WITH RISK LEVEL (See STEP 2)
 INCREASE RISK LEVEL TO: MODERATE RISK HIGH RISK

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS

HIGH RISK
 MODERATE RISK
 LOW RISK/NONSENSITIVE

JUSTIFICATION

SIGNATURE OF INFORMATION SECURITY OFFICER _____ DATE (MM/DD/YYYY) _____

STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR: *Diane Turley* DATE (MM/DD/YYYY): 6/22/06

POSITION CLASSIFICATION EVALUATION STATEMENT

Current Classification: Laundry Plant Manager, GS-1658-09

Recommended Classification: Laundry Plant Manager, GS-1658-09

I. REFERENCES

Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600, dated May 2003.

II. BACKGROUND

This evaluation is the result of a review relating to the reorganization of the Carl T. Hayden VA Medical Center. The supervisor of this job has certified that the duties are correct.

III. SERIES AND TITLE DETERMINATION

The purpose of this position is to act as a full assistant to the Laundry Plant Manager. This position's work consists of work involves operating a laundry and dry cleaning facility and requires practical knowledge of laundry and dry cleaning equipment. Such work is consistent with the series definition for Laundry Operations Services, GS-1658. The approved organizational title for this occupation is Laundry Plant Manager.

IV. GRADE LEVEL DETERMINATION

Grading of positions should be evaluated factor by factor using the factor level descriptions for the Job Family Position Classification for Administrative Work in Equipment, Facilities and Services Group, GS-1600. This standard is in the FES format and covers nine factors.

FACTOR EVALUATION SYSTEM POINTS RATINGS

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	950	1-6
2. Supervisory Controls	275	2-3
3. Guidelines	275	3-3
4. Complexity	150	4-3
5. Scope and Effect	150	5-3
6. Personal Contacts	180	3
7. Purpose of Contacts	-	c
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	1990	
Grade Conversion (Range 1855-2100)	GS-9	

V. CONCLUSION

Job remains properly classified as Laundry Plant Manager, GS-1658-9.

Vanessa Lawson, Human Resources Specialist Intern, 12/13/2007

Taylor, Amy

From: West, Paul H
Sent: Tuesday, April 23, 2002 2:05 PM
To: Taylor, Amy
Subject: RE: New Position in Laundry

Approved

-----Original Message-----

From: Taylor, Amy
Sent: Tuesday, April 23, 2002 11:39 AM
To: West, Paul H; Miller, Kristi
Subject: New Position in Laundry

I need your approval to classify and recruit for a GS-9 Laundry Supervisor, first level, under Manager position. This is a new position.