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Date: March 12, 2004 **Code:** TECHNICAL LETTER
HR/PCOS 2004-01

To: Human Resources Directors
Facilities/Plant Directors

From: 
Cathy Robinson, Assistant Vice Chancellor
Human Resources Administration **RESPONSE REQUIRED BY**
Friday, April 2, 2004

Subject: Custodial/Laborer Classification Study

Systemwide Human Resources (HR) has completed a comprehensive review of the Custodian, Lead Custodian and Laborer classifications¹. After extensive internal and external data collection and analysis as well as review by human resources and plant management subject experts, HR has developed draft classification standards. This memorandum requests your review and feedback. **Your input is critical to the development of the final classification standards and assists us in ensuring that the new standards meet campuses' operational needs.**

For your reference, the following attachments are provided:

- Attachment A – Custodial/Laborer Classification Study Overview
- Attachment B – Draft Classification Series for Custodian and Lead Custodian
- Attachment C – Draft Classification Standard for the Laborer

As you review these materials, please keep in mind the following questions:

- *Do the proposed classification standards provide an umbrella under which you can equitably classify your positions?*
- *Do the standards adequately cover the breadth of work performed by custodial staff and laborers today? In the next few years?*
- *Are any critical work functions or skills missing? If yes, what?*

Campus feedback will be reviewed in April 2004. As appropriate, revisions will be made and reviewed with subject experts and management advisory groups in April

¹ Review of the Maintenance and Laborer Trainee classification will be performed at a later date. Currently, there are no incumbents in the classification.

Distribution:

CSU Presidents
Vice Chancellor, Human Resources
Vice Presidents, Administration

and May. It is anticipated the standards will be finalized in late spring 2004 and outstanding impact issues will be negotiated with CSEA.

Thank you in advance for your time and effort in reviewing these drafts. We look forward to hearing from you by **Friday, April 2, 2004**. Please provide written comments to Gina Caywood via e-mail (preferred) to gcaywood@calstate.edu or fax at (562) 951-4954. If you have any questions regarding this technical letter, please contact Ms. Caywood at (562) 951-4416.

This technical letter is also available on Human Resources Administration's Web site at: <http://www.calstate.edu/HRAdm/memos.shtml>. Thank you.

CR/gc/en

ATTACHMENT A

CUSTODIAL/LABORER CLASSIFICATION STUDY OVERVIEW

The Custodial/Laborer classification study has involved the gathering and analysis of extensive internal and external data and comparisons.

Internal Data Collection

The internal data collection process has involved gathering position questionnaires from employees and conducting a campus management needs assessment survey relative to the study classifications. In addition, campus tours were conducted on three campuses to better understand the full range of work functions. As always, the various components of the data collection process were designed to ensure a wide representation of campuses across the system taking into consideration size, location, staffing and operations.

- Position questionnaires and descriptions were gathered from five campuses: Sacramento, Sonoma, San Jose, Dominguez Hills, and San Diego. Additionally, a test of the position questionnaire was conducted on the San Diego campus, where the employee respondents provided important information for the development of the final questionnaire. Over 200 questionnaires were returned.
- Plant management and human resources jointly responded to the management needs assessment survey regarding the study classifications. Responses were received from nineteen campuses and helped clarify operational and classification needs.
- Campus tours were conducted on the San Diego, Dominguez Hills and Long Beach campuses. They provided the opportunity for a more in-depth understanding of custodial operations in terms of their scope and complexity.
- An adhoc Management Advisory Group was used to review the position questionnaire findings and results and to provide direction for classification development. This group included plant management and human resource representatives from San Diego, San Bernardino, Long Beach, Northridge, Fullerton, Sonoma, Sacramento, and Chico.

External Research

The external data collection process involved contacting other universities to explore how they define and organize custodial and laborer work, as well as reviewing trends in general industry for these jobs.

- Six university systems were contacted regarding their custodial and laborer classifications: University of California, State University of New York (SUNY), Washington State University, University of Oregon, Ohio State University and Rutgers.
- Most universities take a broad perspective on custodial jobs, expecting the incumbents to perform a wide range of duties. Custodial descriptions typically include general cleaning, housekeeping and campus support functions, as well as minor maintenance and repair work and the use of equipment and hand tools necessary to perform their duties. In the university setting, incumbents in these

positions are expected to provide custodial care for the full range of buildings, structures, facilities and adjacent areas found on a university campus.

- General laborer work also tends to be broadly defined in the university setting and typically includes a wide range of duties that might fall under the performance of unskilled manual labor. These functions include lifting, moving, and hauling; loading and unloading; digging and excavating; cleaning and removing debris; assisting crafts and other skilled workers; and operating the tools and equipment necessary to perform these duties.

CUSTODIAL CLASSIFICATION SERIES

Initial Draft Classification Standards – March 12, 2004

Series Overview:

The Custodial series is comprised of two classifications, Custodian and Lead Custodian, designed for positions that provide custodial care for assigned campus areas. Custodial care includes a wide variety of functions ranging from cleaning and housekeeping to general maintenance of campus buildings, facilities, structures and adjacent areas and/or portions thereof, including but not limited to campus offices, classrooms, science laboratories, art rooms, auditoriums, gymnasiums, locker rooms, health and child care centers, student residences, patios, entryways and walkways, and workshops. Custodial staff may work independently or as part of a team.

Custodian – Classification Code 2010

Custodians perform a wide range of custodial and related duties for assigned campus areas. The following examples of typical work activities are meant to illustrate the general range of work functions performed by custodians; they are **not** meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one area or vary on a regular basis.

- Clean and maintain assigned areas including such activities as dusting and cleaning all surfaces; removing trash and recyclables; cleaning and disinfecting restrooms and replenishing supplies; cleaning glass doors, windows, and blinds; removing graffiti; cleaning furniture and upholstery; polishing metal surfaces; cleaning stairwells, walkways and elevators; straightening and rearranging furniture; and performing general housekeeping.
- Clean and maintain campus floors including sweeping; dry and/or wet mopping; stripping, sealing, waxing and polishing floors; vacuuming; spot and full cleaning of carpets; and maintaining powered floor cleaning equipment.
- Provide custodial support including activities such as responding to emergencies, replacing lamps in light fixtures; safeguarding assigned areas and locking and unlocking doors, windows and equipment; assisting in moving furniture, equipment and related items; and making minor repairs and adjustments, such as oiling doors, tightening screws, and replacing feet on chairs and tables.
- Provide general campus support by serving as a special event custodian; assisting in campus event set-up and clean up; and loading and unloading supplies and materials.
- Organize work materials and equipment and order necessary supplies and materials.
- Use appropriate materials, tools and equipment to perform assigned duties. Some positions may be required to use a motor or other vehicle to transport custodial equipment and supplies.

Typical Qualifications:

- **Knowledge and Abilities** – Ability to read and write at a level appropriate for the duties of the position; follow verbal and written instructions to ensure safety; use and care for custodial equipment and supplies; observe safety requirements and safe work practices; and lift up to 50 pounds. Some positions **may** require possession of a valid California driver's license.
- **Experience** - No experience is required, though some related work experience is preferred.

Lead Custodian - Classification Code - 2015
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In addition to performing the full range of custodial work described above, Lead Custodians are distinguished from Custodians by the assignment of lead work direction for a group of other employees engaged in custodial work. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Lead Custodians; they are not meant to be all-inclusive or restrictive.

- Perform the full range of custodial work as needed; assist custodial staff in performing their duties; and provide support during absences.
- Train and instruct others in the performance of their duties, including appropriate custodial practices and techniques and the safe use of equipment and materials.
- Assign, review and inspect the work of assigned staff.
- Assist in maintaining employee time records and reporting and absences.
- Provide input to employee evaluations.
- Coordinate custodial support for campus events.
- Identify and report equipment and repair needs.

Typical Qualifications

In addition to the qualifications identified for a Custodian, the Lead Custodian also must possess:

- **Knowledge** – General knowledge of the methods, materials, chemicals and equipment used in custodial work and of the safety and sanitation practices and measures required. Working knowledge of effective supervisory practices and techniques.
- **Abilities** – Ability to provide lead work direction including training others in proper work methods and safety and providing feedback on work performance; read and write at a level appropriate for the duties of the position; use computers to track work orders and order supplies and materials; establish, promote and maintain cooperative work relationships with others; and analyze situations and take appropriate action. Some positions **may** require possession of a valid California driver's license.

- ***Experience*** – Two years of related experience which have involved providing on-the-job training to others.

LABORER CLASSIFICATION

Initial Draft Classification Standard – March 12, 2004

Class Code – 6223

Date Established – 1931

Date Revised – 2004

Overview:

The Laborer classification is used for positions primarily performing general unskilled manual labor.

Typical Work Activities:

The following examples of typical work activities are meant to illustrate the general range of work functions performed by a laborer; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one area or may vary on a regular basis.

- Move and lift heavy objects such as furniture, equipment and supplies; assist in event set-up; and load and unload supplies and materials.
- Clean assigned areas including such activities as removing construction debris; cleaning gutters, culverts, and other drainage structures; cleaning roadsides, streets and related areas; cleaning mechanical equipment; and assisting in other cleaning projects including recycling.
- Assist crafts and construction workers by performing unskilled tasks such as preparing work areas; performing rough repair work; tearing down structures; patching pavement; and performing pick and shovel work.
- Assist in maintaining landscape including such activities as pruning, trimming and spraying trees and shrubbery; removing undergrowth and debris; and using a spade, hoe or rake to prepare or clean assigned areas.
- Use appropriate equipment, tools and supplies to perform assigned duties. Some positions may be required to use a motor or other vehicle to transport and deliver heavy or other items.

Typical Qualifications:

- **Knowledge and Abilities** – To ensure safety, incumbents must be able to read signs and labels and follow verbal and written instructions at the level required by the position. Incumbents must be able perform regular strenuous manual labor and be able to lift heavy items in excess of 50 pounds. Some positions **may** require a valid driver's license.
- **Experience** – No experience is required, though some related work experience is preferred.