

UW-Superior General Guidelines Lead Worker

Civil Service definitions:

Supervisor: An employee who has the authority, in the interest of the employer, to hire, transfer, suspend, promote, discharge, assign, reward, or discipline other employees or to adjust their grievances, or effectively recommend such action. Supervisors typically also assign and review the work of their immediate subordinates.

Lead Worker: An employee who has one or more employees assigned to their area of expertise and who directs, plans, schedules, assigns, evaluates, and reviews the work of assigned employee(s). Lead workers do not have supervisory authority as defined above.

Examples of lead worker expectations:

Custodian lead worker: The position specifications for a Custodian Lead state that employees in this classification are responsible for guiding a crew of custodians. Under examples of work performed it states that Custodian Leads “plan and assign tasks and assist a cleaning crew” and “make frequent rounds of the area checking the progress and quality of housekeeping services being performed.”

Custodian Leads Workers DO NOT (1) Issue Discipline or (2) Do Formal Employee Evaluations. They CAN, however, keep employee time records and indicate for the supervisor, by initialing leave requests, an ability to fill in for a position when a Custodian requests time off. Other arrangements may be made between lead worker and supervisor for approval of time-off, time sheet handling, etc.

Lead workers are held responsible for the quality of housekeeping in their assigned area. The level of quality expected is defined in the cleaning expectations developed for each work area. Lead workers accomplish quality work through the Custodians. If a Custodian falls short on the job, then the lead worker is held accountable for not seeing that the work is getting done or getting done properly.

It is in the Custodian Lead’s own self interest to enlist the supervisor’s help to resolve problems using a non-threatening, professional approach, coaching the Custodian and making sure they understand the job expectations. If coaching doesn’t work, the supervisor is in a position to and has the responsibility for taking more stringent measures.

The lead workers must set an example for others to follow and must establish and maintain good working relationships with fellow workers and other customers.

Example of a Position Description: Custodian Lead

Position Summary:

This position will perform a variety of custodial functions to include dusting, cleaning, and mopping. It will be required to operate a variety of power equipment in maintenance of floors. The position will also perform a variety of miscellaneous tasks as assigned by its supervisor and must be able to work with minimal supervision. This position requires the ability to frequently interact effectively with university staff and students. **This position determines daily work details and direction for the other custodial workers.** Direct supervision is from the Custodial Services Supervisor.

Goals & Worker Activities: (only lead worker duties are listed)

- A. Perform duties as designated lead worker over other custodial staff.
1. Schedule yearly and bi-yearly scrubbing, shampooing and waxing of building floors.
 2. Schedule yearly washing of building windows.
 3. Do follow up checks for overall cleanliness of buildings and make any necessary corrections.
 4. Organize other FTE and LTE custodial workers to ensure all building areas are clean and free of dirt, bugs, and rubbish, etc.
 5. Inform supervisor of any problem areas.
 6. Recommend equipment needs and identify equipment to be replaced.
 7. Collect and verify time sheets.
 8. Initial time off requests.
 9. Report observed problems and required repairs, as appropriate, and forward to Facilities Management.
 10. Assign work orders.
 11. Order required supplies and maintain inventories.

The following are examples of work performed by a Custodian Lead as stated in the Office of State Employment Relations (OSER) classification specifications:

- Plan and assign tasks and assist a cleaning crew performing such duties as mopping and scrubbing floors, waxing and polishing floors and furniture, sweeping and cleaning walks and drives, operating elevators, dusting desks, cleaning ash trays, wiping spots off walls, and mopping spills.
- Make frequent rounds of the area checking the progress and quality of housekeeping services being performed.
- Make regular inspections of utilities, such as plumbing and heating and ventilating equipment. Report the need for repairs and replacements to the supervisor.
- Arrange furniture and equipment for conferences, dinners, and meetings held in the assigned area.
- Requisition and distribute custodial supplies and maintain control on the use of supplies.
- Instruct employees on the proper use of equipment and appropriate cleaning techniques.
- Collect employee's time records.
- Assist supervisor in developing, updating, and modifying training programs and materials.
- Perform other assigned work that may include tasks not specifically enumerated above of a similar kind and level.
- Fills in for custodial vacancies.
- Perform limited ground maintenance functions such as trash pickup, snow removal, and salt application.