



## Career Service Authority

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# Laundry Manager

### GENERAL STATEMENT OF CLASS DUTIES

Manages and directs the laundry activities at Denver Health Medical Center.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the class of Laundry Supervisor that supervises laundry operations for Denver Health Medical Center.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

#### ***Level of Supervision Exercised:***

Supervises one first level supervisor.

## ESSENTIAL DUTIES

Manages and directs employees involved in the collection and processing of hospital linen.

Plans, schedules, coordinate, assign work and establish goals and priorities for subordinate employees.

Establishes and maintains safety, environmental and infection control policies and procedures.

Orders laundry supplies and materials.

Researches laundry cleaning methods, procedures and equipment.

Checks the condition of linens for worn spots or tears.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Resolves problems encountered by employees during the course of the assignment.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Develops and monitors a preventive maintenance program for laundry equipment.

Assists in the development of departmental budgets.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Oral Communication** - Clearly communicates and explains agency/departmental policies and work assignments to staff, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

**Written Communication** - Composes, reviews, edits and issues written materials for diverse audiences; communicates purpose in a succinct and organized manner that is appropriate for

context, time and place. Written materials are of a routine nature and affect the immediate functional and/or operational area.

**Interpersonal Skills** - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, or staff of other organizations, internal customers, and a limited population of external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's mission. Adapts approaches to different people and situations.

**Conflict Management** - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate areas of agreement and joint action.

**Financial Management** - Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for a functional and/or operational area.

**Decisiveness** - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a functional and/or operational area. Legal, public and financial consequences are generally limited to assigned area(s).

**Problem Solving** - Uses logic to identify and solve problems for the assigned functional and/or operational area. Considers well-defined choices, where there are a limited number of possible actions and the impact is limited to the assigned functional and/or operational area.

**Flexibility** - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned functional and/or operational area, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Remains calm under pressure.

**Self-Direction** - Sets goals and takes initiative in implementing ideas, systems or policies that affect the assigned operational or functional area. Manages time efficiently; encourages feedback; and invests in self-development.

**Client Orientation** - Applies quality management principles and processes for delivery of high quality products and service(s) within a functional and/or operational area, meets routine demands of internal and external customers of a localized functional and/or operational area, and strives for continuous improvement.

**Leadership** - Initiates and sustains action to accomplish the goals of a functional and/or operational area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Planning and Evaluating** - Establishes program objectives and strategies for a functional and/or operational area within an agency/department; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Program impact is limited to the immediate functional and/or operational area.

**Human Resource Management** - Works with human resource staff to implement human resource policies for part of an organization to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; maintains effective employee relations and complies with government/citywide regulations and policies.

**Managing Diverse Workforce** - Implements diversity policies for part of an organization; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

**Team Building** - Encourages and facilitates cooperation and open communication; promotes team work at all levels within a functional and/or operational area; cooperates with staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's goals.

**Internal Controls/Integrity** - Follows guidelines to implement and maintain accounting and administrative controls for the assigned functional and/or operational area within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees and abides by the City's Code of Ethics.

**Technical Competence** - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Impact is limited to the assigned functional and/or operational area.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of laundry equipment and machinery sufficient to be able to develop and maintain a preventive maintenance program.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Stooping: bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 25-50 pounds.

***Working Environment:***

Exposed to hazardous anesthetic agents, body fluids and wastes.  
Exposed to housekeeping/cleaning agents/chemicals.  
Exposed to odorous chemical and specimens.  
Exposed to patient elements.  
Exposed to the risk of blood borne diseases.  
Exposed to toxic chemicals.  
Exposure to infections and contagious diseases.  
Exposure to unpleasant patient or unit elements.  
Pressure due to multiple calls and inquiries.  
Subject to injury from moving parts of equipment.  
Subject to many interruptions.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate required.

***Experience Requirement:***

Two years of experience in a commercial or institutional laundry, including one year in a supervisory capacity.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the one year of non-supervisory experience requirement.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Monika S. MacRossie

***REVISED DATE:*** 02/08/2009

***REVISED BY:*** Tony Gautier

***CLASS HISTORY*** Placed spec in current format, added distinguishing characteristic and competency statements.