

Package Proposal to SEIU May 25, 2023
Appendix D Blue Collar Unit
To be packaged with CP dated May 25, 2023
Package must be accepted in its entirety or package is withdrawn.

8:56 pm

I. The County Agrees to the Following:

D.1-Salaries

- Retitle the Laundry Worker II (H84) classification to Laundry Worker (H84).
- Provide a 2% realignment for the Laundry Worker classification (H84).

Class Study (tied to union agreement below)

- Add 2 Material Supply Specialists (G8H) in HHS and reclassify 2 incumbent Laundry Worker II workers in HHS to the newly created Material Supply Specialists positions (GH8).
- Add 7 Warehouse Materials Handler (G77) positions in HHS and reclassify 7 incumbent Laundry Worker I to the newly created Warehouse Materials Handler (G77) positions.
- Reclassify 5 incumbent Laundry Worker II (H84) workers in Probation to the retitled Laundry Worker Classification (H84).

II. The Union Agrees to the following:

D.1-Salaries

- Deleting the Laundry Worker I classification (H87).
- Deleting the Laundry Worker I U classification (H86).
- Retitling of Laundry Worker II (H84) to Laundry Worker(H84).

D.5.d.5- Seniority/Promotional Program

- Deleting Laundry Worker II.

D.6.s-Lead Laundry Worker II Differential

- Deleting lead Laundry Worker II Differential.

D.7.b Laundry Worker I WOOC

- Deleting Laundry Worker I WOOC.

Class Study

- Accept Class study, which includes the following:
 - Deletion of 2 Laundry Worker II (H84) positions in HHS and adding 2 Material Supply Specialist positions (GH8).
 - Deletion of 7 Laundry Worker I (H87) positions in HHS and adding 7 Warehouse Materials Handler positions (G77).

Laundry Worker Job Specification revision

- Accept Laundry Worker (H84) Job Specification.

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III. The County and Union agree to the following:

- Where applicable in Appendix D, all references to Laundry Worker I or Laundry Worker II will be changed to Laundry Worker.

County of Santa Clara

Employee Services Agency

Human Resources

County Government Center, East Wing
70 West Hedding Street, 8th Floor
San Jose, California 95110



Classification Report

Background

Health and Hospital System (HHS) Administration submitted a request regarding the Laundry Worker I (LW I) and Laundry Worker II (LW II) positions assigned to Valley Medical Center (VMC), as there were concerns about the job specifications not accurately describing the duties being performed. Approximately twenty (20) years ago, LW I and LW II incumbents assigned to VMC were responsible for operating commercial washers and dryers; however, that is no longer the case. Linens are now received from a third-party vendor. Further, HHS Administration requested that the Stock Clerk and Storekeeper classifications be reviewed for appropriateness.

Since the commencement of this study, the Stock Clerk and Storekeeper classifications have both been abolished in a separate classification study. In that study, Stock Clerks and Storekeepers were reclassified to the Materials Supply Specialist (MSS) classification.

In response to HHS's concerns, Employee Services Agency – Human Resources (ESA – HR) initiated a County-wide classification study for the LW series.

There are fourteen (14) LW positions in the County of Santa Clara. Five (5) LW II positions are located in the Probation Department (PRO), at the William F. James Ranch and Juvenile Hall, and report to an Administrative Support Officer II. Seven (7) LW I and two (2) LW II positions are located in HHS, at VMC, and report to a Program Manager II.

Findings / Analysis

Information for this study was gathered from Position Classification Questionnaires (PCQs) completed by the incumbents and their supervisors, and desk audits were performed to determine if the LW incumbents are properly classified. The LW classification series contains two (2) levels.

The LW I definition states, “Under supervision, to perform routine manual operations in a County laundry facility.” The distinguishing characteristics state, “Laundry Worker I is the entry and first working level in the Laundry Worker classification series. Laundry Worker I is distinguished from Laundry Worker II in that Laundry Worker IIs operate complex laundry equipment, requiring a higher level of skill and also coordinate laundry services.”

The LW II definition states, “Under supervision, to perform a variety of duties in a County laundry facility, including the operation of commercial-type washers and coordination of services.” The distinguishing characteristics state, “Laundry Worker II is distinguished from Laundry Worker I in that Laundry Worker IIs operate the more complex laundry equipment

requiring a greater amount of skill than other laundry equipment and coordinate the laundry services.”

As cited in the definitions, the levels differ by the level and skill required to operate laundry equipment. However, this is not accurate at the VMC work site, because a third-party vendor is utilized for laundry washing.

At PRO, the LW IIs’ time spent is as follows:

55% - Picking up soiled linens, sorting linens, and loading and unloading linens in and out of the washer and dryer machines.

25% - Preparing for the next distribution of linens by folding, organizing, preparing supplies, machines, and equipment, and cleaning the facility.

20% - Responding to calls and emails of requests and distributing linens that are requested by various units within the department.

All the tasks indicated by the incumbents are in alignment with the typical tasks of the LW II job specification, including the following:

- Sorts soiled laundry; separates heavily stained or torn garments or linens and routes for rewashing or mending;
- Prepares and adds to the wash all washing solutions, such as soaps, bleaches, bluing, and sour, as prescribed by the type of wash, taking into consideration the kind of fabric and dye of articles;
- Selects proper wash cycle; sets timer and temperature for dryers;
- Loads and unloads commercial type washers and dryers; places laundry articles into designated carts for sorting and folding;
- Regulates the flow of laundry articles to the washing machines to maintain an adequate workflow throughout the laundry;
- Maintains and updates distribution log according to daily needs of the department;
- Ensures the distribution and makes adjustments in daily production as necessary to meet distribution deadlines;
- Safely replaces laundry chemical containers as necessary;
- Collects bags of soiled laundry;
- Transports clean laundry to various departments;
- Monitors and responds to email and telephone messages regarding laundry operations;
- Resolves conflicting priorities relative to daily work activities;
- Keeps laundry machines and facility clean by cleaning lint traps, dusting, sweeping, mopping, and emptying wastebaskets;
- May operate materials handling equipment, including forklifts.

Since HHS does not operate commercial laundry equipment, tasks performed by the incumbents under study slightly differ from those at other locations. LW Is have approximately ten (10) to fifteen (15) closets for which they are responsible.

At VMC, the LW Is' time spent is as follows:

40% - Loading carts with linens from the warehouse for distribution.

40% - Delivering linens to assigned closets and restocking closet shelves with clean linens. Upon completion, incumbents input the amount of linens delivered into the Pathway Materials Management database.

20% - Taking inventory for their assigned closets.

One LW I at VMC is responsible for the above stated tasks for forty percent (40%) of the time and picking up all soiled linens from eighteen (18) different pick-up locations for the remaining sixty percent (60%) of the time.

The tasks performed by the LW I at VMC are covered under the LW I job specification; however, the scope of their position does not encompass the definition, typical tasks, knowledge, and abilities of the job specification. The Warehouse Materials Handler (WMH) classification is defined as "to operate materials handling equipment and perform manual tasks in the receipt, storage, and delivery of a variety of materials in a departmental supply unit, storeroom, or warehouse." The LW Is work in a warehouse where they receive a variety of linens from a third-party vendor. They store the supplies in their warehouse and deliver them to their assigned closet in the hospitals. They utilize a variety of materials handling equipment, such as hand trucks, pallet jacks, carts, tuggers, and forklifts.

The duties of the LW Is are reflected in the following typical tasks of the WMH job specification:

- Loads and unloads stock from delivery vehicles;
- Unpacks, stores, and rearranges supplies and other items;
- Operates forklifts and other materials-handling equipment;
- Checks incoming orders for accurate quantity and specifications;
- Marks and tags items for ease of retrieval and identification;
- Prepares orders for issuance or delivery;
- Posts items issued or received, and may assist higher level staff in inventory of supplies;
- Performs necessary duties in keeping storage facilities and adjoining yard areas in a clean and orderly condition;
- May drive automotive vehicles when delivering materials to County departments;

The LW I incumbents at VMC are not properly classified. The duties that are performed by these incumbents are best supported by the definition and typical tasks of the WMH job specification. Therefore, it is recommended to reclassify all seven (7) LW I incumbents to the WMH classification.

There are two (2) LW II incumbents at VMC. One (1) is assigned lead responsibilities for fifty percent (50%) of the time worked. Lead duties include assigning and distributing work, answering questions, resolving work-related problems, training employees, meeting with staff, department managers, and nurse managers, and assisting the supervisor in the interview process for LW I recruitments. These duties are consistent with the lead responsibilities indicated in Section 20.2 of the Service Employees International Union (SEIU) Local 521 contract:

- Assigns, distributes, and adjusts short-term workloads;
- Resolves work-related problems within guidelines set by the supervisors, including written counseling. Leads shall not issue verbal or written counselings without supervisory approval for each occurrence. Supervisory approval shall be reflected on the documented counseling;
- Keeps apprised of the progress of the work;
- Answers procedural and work-related questions;
- Assists the supervisor in reviewing the work;
- May train new workers by providing general orientation to office, instruction on specific tasks, and review of task performance;
- May assist the supervisor in the interview process for new workers; such input shall be advisory;

The remainder of the lead incumbent's time is spent as follows:

40% - Ordering supplies, responding to emails, phone calls, and walk-ins from the hospital units and vendors, and taking inventory of the linens being picked up and delivered by the third-party vendor who picks up soiled linens and delivers clean ones on a daily basis.

10% - Providing coverage for LW Is when they are out. This entails taking inventory, loading carts with linens, and delivering those linens to assigned closets, which is performed two (2) times per week on average.

The other LW II incumbent at VMC is assigned lead responsibilities two (2) days per week, which includes assigning and distributing work, answering and resolving work-related problems, training employees, meeting with staff, department managers, and nurse managers, and assisting the supervisor in the interview process for LW I recruitments. These tasks are performed twenty percent (20%) of the time and are described by the lead language cited above.

The remainder of the incumbent's time is spent as follows:

60% - Taking inventory, loading carts with linens, and delivering those linens to their assigned closets.

20% - Ordering supplies and responding to emails and voicemails from hospital units and vendors.

The duties of the LW IIs are not accurately reflected with the definition and typical tasks of the LW II job specification, because they do not operate laundry equipment and the task of ordering supplies is not specified under the LW II job specification.

The MSS is defined as, “Under general supervision, to requisition, receive, store, and issue a variety of materials, supplies, and equipment in a department supply unit, storeroom, or warehouse.” The LW IIs in VMC are working in a warehouse and receive, store, and issue a variety of linens. Additionally, they are responsible for putting in the orders for supplies from vendors and work with the vendors if there are any issues with the deliveries.

The duties of the LW IIs are reflected in the following typical tasks of the MSS job specification:

- Updates inventory control and maintains records of goods received and issued, both manual and computerized;
- Unpacks, sorts, and stores items;
- Organizes and maintains order of materials and goods in a warehouse or storeroom;
- Receives requests for items and issues or delivers materials and equipment;
- Prepares orders for delivery;
- Completes, or assists in completing, inventory of goods, and reports low supply levels;
- Prepares requisitions for purchases of materials and supplies, based upon inventory levels;
- Maintains cleanliness and order of storeroom and/or warehouse;
- May operate warehouse equipment, such as a forklift and/or pallet jack;
- May serve as a lead to other storeroom and/or warehouse staff;

The LW II incumbents at VMC are not properly classified. The duties that are performed by these incumbents are best supported by the definition and typical tasks of the MSS job specification. Therefore, it is recommended to reclassify the two (2) LW II incumbents to the MSS classification.

Under Appendix D.6 (s) of the Service Employees International Union (SEIU) Local 521 contract, “An incumbent in the class of Laundry Worker II in the Santa Clara Valley Health and Hospital System when assigned as lead worker for a shift lacking a scheduled supervisor shall be compensated at the flat rate of one dollar and thirty cents (\$1.30) per hour above the regular salary rate for each hour actually worked.” This language will no longer apply to the VMC incumbents; rather, Footnote 247 that allows for lead differential for MSS would apply, where applicable.

Additionally, after an in department review of the job specifications, it revealed that there are minimal distinctions between the LW Is and LW IIs. According to the job specifications, the main distinction between the LW Is and LW IIs is that the LW II is responsible for operating complex laundry equipment; however, all incumbents at Probation must operate complex laundry equipment. Therefore, there are no differences between the two classifications regarding the type of work that is being performed, and it is recommended to collapse the series and retitle Laundry Worker II to Laundry Worker. The collapsed series would encompass both the LW I and LW II classifications.

It is recommended that the definition of the Laundry Worker classification be:

Under supervision, to perform a variety of duties and coordinate the services in a County laundry unit.

It is recommended that the distinguishing characteristics be:

The Laundry Worker classification is distinguished from the Materials Supply Specialist classification in that the Laundry Worker is responsible for performing a variety of duties related to the coordination of services in a laundry unit, including operating laundry equipment and/or collecting, storing, and distributing linens and garments, whereas the Materials Supply Specialist is responsible for receiving, storing, and issuing a variety of materials, supplies, and equipment in a department supply unit, storeroom, or warehouse.

The recommended employment standards are:

Training and Experience Note: The knowledge and abilities required to perform this function are attained through training and experience equivalent to a high school diploma or equivalent,

and

One (1) year of full-time work experience performing routine manual laundry operations in an institutional or commercial setting, and/or performing manual labor, such as pushing heavy carts, moving pallets and boxes, and/or other duties that require physical exertion.

In addition to the updated definition, distinguishing characteristics, and employment standards, additional edits were made throughout the job specification to reflect the responsibilities of the classification more accurately; the compensation was reviewed as well.

A salary review was conducted using the five (5) surrounding comparable counties, including Alameda, City and County of San Francisco, Contra Costa, San Mateo, and Santa Cruz. It was determined that the County of Alameda and the City and County of San Francisco have comparable class specifications that possess similar definitions, tasks, and required levels of knowledge and experience to the revised classification. The existing effective hourly wage of the LW II classification is four percent (4%) below the average effective hourly wage of the comparable classifications. However, to ensure that the County is able to remain competitive in the current local job market, a five percent (5%) increase is recommended to \$25.314- \$30.473 hourly.

Step placements for incumbents that are recommended to be reclassified to a WMH or MSS will be in accordance with Personnel Practices A25-661. Additionally, the LW II incumbents with underlying County permanent status shall begin a 6-month probationary period, or a 9-month probationary period for incumbents who are currently in their original probationary period. The LW I incumbents in permanent status will not need to serve a new probationary period and the

LW I incumbents on probationary status will continue probation to their current probationary period end date, as their original classification will be abolished.

Recommendations

- Revise the Laundry Worker II job specification, including retitling the classification to Laundry Worker, and compensate it at \$25.314- \$30.473/hourly(approximately a five percent (5%) increase).
- Reclassify five (5) Laundry Worker II positions in BU 246 to Laundry Worker.
- Delete two (2) Laundry Worker II positions in BU 921 and add two (2) Materials Supply Specialist positions in BU 921.
- Reclassify two (2) Laundry Worker II incumbents to Materials Supply Specialist in BU 921.
- Delete seven (7) Laundry Worker I positions in BU 921 and add seven (7) Warehouse Materials Handler positions in BU 921.
- Reclassify seven (7) Laundry Worker I incumbents in BU 921 to Warehouse Materials Handler.
- Abolish the Laundry Worker I classification.

Fiscal Implications

The cost for the remainder of Fiscal Year 2023 is approximately \$31,068. The annualized cost is approximately \$15,090.40 for BU 246 and \$65,686.40 for BU 921.

Attachments

- Revised job specification
- Salary Survey
- Classification Work Implementation Sheet

Laundry Worker

5/25/23
EJ's/SLP

Definition

Under supervision, to perform a variety of duties and coordinate the services in a County laundry unit.

Distinguishing Characteristics

The Laundry Worker classification is distinguished from the Materials Supply Specialist classification in that the Laundry Worker is responsible for performing a variety of duties related to the coordination of services in a laundry unit, including operating laundry equipment and/or collecting, sorting, and distributing linens and garments, whereas the Material Supply Specialist is responsible for receiving, storing, and issuing a variety of materials, supplies, and equipment in a department supply unit, storeroom, or warehouse.

Typical Tasks

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

- Shakes out soiled laundry, sorts laundry into piles of similar articles, including the separation of heavily stained and/or torn garments or linens, and routes laundry for rewashing or mending;
- Loads, unloads, and operates commercial type washers and dryers; regulates the timing of wash and dry cycles to maintain an efficient workflow; prepares loads of laundry by adding all applicable washing solutions; selects the proper wash cycle and sets timers and temperatures for dryers;
- Places laundry clean articles into designated carts for sorting and folding;
- Folds and sorts clean laundry;
- Maintains and updates distribution log according to daily needs of the department;
- Ensures the distribution of linens and garments and makes adjustments in the daily operation as necessary, to meet distribution deadlines;
- Safely replaces laundry chemical containers, as necessary;
- Collects bags of soiled laundry from various sites;
- Transports clean laundry to various sites;

Laundry Worker

- Takes inventories of unit's par levels, utilizing computerized systems for inventory control and recordkeeping;
- Unpacks, sorts, and stores laundry items on shelves and in other storage areas;
- Communicates with appropriate departmental staff to establish correct laundry par levels and to requisition and order laundry and supplies; addresses and resolves special departmental requirements;
- Monitors and responds to email and telephone messages regarding laundry operations;
- Resolves conflicting priorities relative to daily work activities;
- Keeps laundry machines and facility clean by cleaning lint traps, dusting, sweeping, mopping, and emptying wastebaskets;
- Stays up-to-date on new or revised regulations and procedures; follows daily work procedures;
- Completes forms and other paperwork;
- Operates materials handling equipment, including pallet jacks, laundry carts, and forklifts;
- May be assigned as a Disaster Service Worker (DSW), as required*;
- Performs other related duties, as required.

Employment Standards

Sufficient education, training, and experience to demonstrate the ability to perform the above tasks plus the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The knowledge and abilities required to perform this function are attained through training and experience equivalent to a high school diploma or equivalent;

and

One (1) year of full-time work experience performing routine manual laundry operations in a institutional or commercial setting, and/or performing manual labor, such as pushing heavy carts, moving pallets and boxes, and/or other duties that require physical exertion.

Special Requirements

Laundry Worker

- Some positions may require possession of a forklift operator's certification.
- Ability to travel to alternate locations in the course of work. If driving, possession of a valid California driver's license prior to appointment and the ability to qualify for and maintain a County driver authorization.
- *As a condition of employment, pursuant to California Government Code Section 3100-3109 and Local Ordinance, all County of Santa Clara employees are designated Disaster Service Workers, including extra help. A DSW is required to complete all assigned DSW-related training, and in the event of an emergency, return to work as ordered.

Knowledge of:

- Commercial or institutional laundry equipment and the methods and procedures used for washing laundry;
- Practices and procedures of laundry facility operations and distribution;
- Safe lifting, carrying, moving, and general safety precautions used to move materials and supplies;
- Basic mathematics;
- Principles and practices of effective communication;
- Principles and practices of effective customer service and telephone etiquette;
- Common computer systems and applications;
- Heavy equipment used in the movement of heavy and/or bulky items.

Ability to:

- Prepare and use soaps, bleaches, scouring, and brightening agents, and other chemicals used in washing and rinsing;
- Read and understand materials safety data sheets, sign, labels, dials, and instructions;
- Operate large washers, including loading and unloading large, wet bundles of laundry;

Laundry Worker

- Communicate effectively, both orally and in writing, with people of diverse backgrounds and cultures;
- Perform simple mathematical calculations;
- Distinguish between differences in shapes, widths, stains, tears, or worn spots in laundry items;
- Adapt quickly to changes in assignments and priorities;
- Establish and maintain effective working relationships with those contacted in the course of work, at all levels, including colleagues, the public, and representatives of other agencies;
- Utilize specialized departmental computer programs;
- Work in a safe manner;
- Operate a cargo van, including the lifting mechanism.

Physical Requirements

- Use appropriate personal protective equipment (PPE) when performing job duties;
- Exercise motor coordination and finger and manual dexterity;
- Lift, push, pull, and carry up to 50 pounds

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