

Employee Name:

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS - NAPA**

JOB CLASSIFICATION: BUSINESS SERVICE OFFICER II (SUPERVISOR)

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under direction, incumbents supervise one or more business services functions of average difficulty, or may assist with the performance other difficult and complex work. Incumbents typically supervise seven to twelve staff of which one or more are Business Service Assistants or Business Service Officer I (either Specialist or Supervisor). Other classes supervised may include: Housekeeping Services, Warehouse Manager, Property Controller II, and Mailing Machine Operators.

45%	Responsible for the operation of the entire Housekeeping Services Section in General Services. Responsibilities include: improving the operational efficiency and effectiveness of Housekeeping Services while containing operational costs, planning and coordinating the scheduling to ensure overtime expenditures are managed responsibly to meet department needs. Conducts operational, organizational and/or production studies, reviews and approves all specifications pertaining to the procurement of materials and equipment utilized by Housekeeping Services. Evaluates and implements new service methods. Develops, updates and implements Housekeeping operational policies, procedures and manuals to ensure compliance with licensing, accreditation and any other regulatory standards and requirements. Analyzes operational data and prepares work productivity reports. Advises upper management on plans of improvement and corrective measures. Is responsible for maintaining a safe work environment within the operations of Housekeeping by ensuring all required safety training is complete, safety inspections are complete on a regular basis, equipment and material safety compliance, accident preventative intervention and productive accident investigation. Ensures that adequate amount of Housekeeping supplies are ordered, stored, issued and rotated. Maintains records for supplies ordered and usage records of supplies for auditing purposes.
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35%	Responsible for the supervision of the entire Housekeeping Services staff which includes direct supervision of 1 Custodial Supervisor III and indirect supervision of 6 Housekeeping Supervisor II's, 2 Housekeeping Supervisor I's and 85 custodians with various tenures and time bases. Assesses, develops and
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implements appropriate training for all Housekeeping staff. Provides assignments and opportunities that encourage staff development and upward mobility. Ensures that Housekeeping staff are in compliance with all of the mandatory training requirements as well as annual physical and TB testing mandates. Is responsible for the recruitment, interview, selection and orientation of new Housekeeping staff. Conducts performance reviews and recommends appropriate actions that may include commendations, disciplinary actions, responses to employer/employee relations and/or other administrative response. Establishes performance objectives for and with direct reports and monitors individual performance specific to stated objectives annually. Reviews and approves all Housekeeping IDP's. Assures that all department operations conform to bargaining unit contracts and affirmative action guidelines. Advises upper management and counsels subordinate supervisors on labor relations issues. Maintains detailed and accurate records of positions and assignments, directs post and bid activities for assignment and vacations; reviews and approve time off requests, ensures employee timesheets are reviewed timely and completely for accuracy. Supervises all business service functions in Clothing/Laundry, Property, and Pest Control divisions of General Services.

15% Applies a high degree of initiative and judgment when dealing with staff and the public, takes initiative to establish open communication to ensure smooth workflow, prepares necessary and proper correspondences and follows through on problem resolutions.

5% Other related duties as assigned.

% **SITE SPECIFIC DUTIES**

% **TECHNICAL PROFICIENCY**

2. SUPERVISION RECEIVED

The Business Service Officer II (Supervisor) is under the general supervision of the Staff Service Manager I.

3. SUPERVISION EXERCISED

The Business Service Officer II (Supervisor) provides supervision to the Custodial Housekeeping Supervisor III and indirectly supervises the Supervising Housekeeper II and I, and functionally supervises the Business Services Officer I

(Specialist).

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

English grammar and punctuation; principles and practices of public administration; financial record keeping; office and automotive equipment and supplies; bases for property values and the legal forms, procedures, and requirements necessary in property transactions; building management including office layout, lighting, heating, and ventilation; personnel management and supervision; the department's Equal Employment Opportunity (EEO) Program objectives; and, a supervisor's role in the EEO Program and the processes available to meet EEO objectives.

ABILITY TO:

Communicate effectively; learn rapidly; follow directions; analyze data accurately; reason logically; maintain the confidence and cooperation of those contacted during the course of work; utilize good work habits; write specifications and determine whether incoming materials, supplies, and equipment meet the standards set up in these specifications; utilize office and automotive equipment and supplies effectively and economically; prepare rough sketches of proposed alterations and repairs to premises and estimate costs; inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements; plan and direct the work of others; successfully negotiate agreements for office space, equipment, supplies, and services; prepare budgetary data on such needs; analyze situations and problems accurately and take an effective course of action; estimate future needs and cost of equipment, supplies, and services and prepare budgetary data on such needs; and, effectively contribute to the department's EEO objectives.

5. REQUIRED COMPETENCIES

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

SITE SPECIFIC COMPETENCIES

TECHNICAL PROFICIENCY (SITE SPECIFIC)

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6. LICENSE OR CERTIFICATION – NOT APPLICABLE

7. TRAINING - Training Category = D

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients, and the public; and,
- Comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

_____ Employee Signature	_____ Print Name	_____ Date
_____ Supervisor Signature	_____ Print Name	_____ Date
_____ Reviewing Supervisor Signature	_____ Print Name	_____ Date