

LAUNDRY SERVICES SUPERVISOR

Position Summary

Under general supervision of the Custodial Services Program Supervisor, this position provides the first-line supervision for an institutional laundry operation; hires and trains staff, develops operational and work schedules, assigns work and evaluates performance; develops laundry operational reports, assists in projecting budget needs and monitoring expenditures; assists in development of laundry product specifications and preparation of requisitions; evaluates new laundry products with vendors; develops inventory control and record keeping systems; submits work orders for machine maintenance, and performs minor machine adjustments; inventories supplies and linen, and processes laundry.

Time% Goals and Worker Activities

55% A. Management of Laundry Operations

- A1. Supervise and evaluate the work of laundry employees.
- A2. Instruct employees and residents in proper laundry procedures by giving verbal and written directions and demonstrations.
- A3. Revise laundry schedules and assignments to maintain efficient operations in accordance with varying workload requirements in the laundry.
- A4. Monitor quality of work and volume of production to establish standards of operation by recording quantities of clothing and linens laundered, supplies used, losses and related information.
- A5. Participate in committee and staff meetings to make observations and comment on laundry operations and procedures by providing input on laundry activities.
- A6. Recommend personnel actions related to selection, disciplinary procedures, performance evaluation, leaves of absence, grievances, work schedules and assignments.
- A7. Enforce safety procedures and require use of appropriate Personal Protective Equipment (PPE). Manage the Material Safety Data Sheets (MSDS) for the Laundry Section.
- A8. Administer personnel and related policies and procedures and enforce work rules.
- A9. Serve as contact person for the Bureau of Correctional Enterprises team for linen laundry service.

35% B. Performance of Laundry Tasks

- B1. Operate laundry processing equipment.
- B2. Preparation of members' personal clothing.
- B3. Providing proper amounts of linens for nursing buildings.

10% C. Maintenance of Laundry Supplies and Equipment

- C1. Maintain adequate quantity of laundry and linen supplies to replenish depleted stock by requisitioning or overseeing the ordering of necessary items.
- C2. Maintain sanitary conditions in the laundry by establishing procedures for handling contaminated laundry and disinfecting the laundry area.
- C3. Maintain machines and equipment in operating condition by requesting maintenance staff for mechanical repairs.

- C4. Requisition supplies and keeps records of employees and materials.
- C5. Other duties as assigned.

Knowledge, Skills, and Abilities

1. Knowledge of the principles of supervision
2. Knowledge of sanitation and disease prevention procedures necessary in an institutional laundry
3. Knowledge of the operation of various types of commercial laundry equipment
4. Knowledge of laundry methods, sorting, stain removal and pressing techniques
5. Knowledge of soaps and other chemicals used in the laundry
6. Knowledge of the laundering requirements of various types of fabrics currently used at the institutions
7. Knowledge of the principles of affirmative action and civil rights compliance
8. Knowledge of inventory and record-keeping procedures
9. Knowledge of safety standards and practices applicable to commercial laundry operations
10. Knowledge of rules and regulations governing patient rights and confidentiality, including the Health Insurance Portability and Accountability Act (HIPAA)
11. Skill in verbal, written, and interpersonal communication
12. Skill in delivering quality service
13. Skill in computer use, including Microsoft Office Suite or similar applications and scheduling/timekeeping software
14. Skill in scheduling staff and assigning daily responsibilities
15. Ability to perform basic repair and maintenance on the types of machines used in the laundry operation
16. Ability to operate various commercial laundry machines
17. Ability to work with minimal supervision
18. Ability to build cooperative teams
19. Ability to train others in task performance, procedure and equipment use
20. Ability to recognize emergency situations and follow appropriate member assistance protocols