

IU Classification Level Guide
Facilities Job Family – Building Services (Custodial)

Positions in this sub family are primarily custodial staff engaged in the care and cleaning of campus building sites. To accurately classify a position, specific supporting examples of a position’s primary duties and responsibilities in terms of scope, impact and complexity should be provided.

Level	FC1	FC2	FC3	FC4
<p>Level Overview</p>	<ul style="list-style-type: none"> • <i>These professional positions are <u>all</u> classified as PAO (Professional Overtime Non-Exempt).</i> • A professional contributor with very limited authority to deviate from established protocols. • Work is in a very focused area and is fundamental in nature. • May be first line supervisors of support staff. 	<ul style="list-style-type: none"> • A professional contributor without full authority to deviate from established protocols. • Has good grasp of professional principles and skills. • Knows and effectively uses fundamental concepts, practices, and procedures. • Work is of limited scope, typically on smaller, less complex projects / assignments or providing support for larger projects/ assignments. • Assists in fact finding. • Errors generally are limited to unit operations. • May be first line supervisors, often of support staff. 	<ul style="list-style-type: none"> • Fully competent and productive professional contributor, working independently on progressively more complex projects/assignments. • The work may involve program ownership. <p><i>This is intended by design to cover an <u>extensive span of professional work.</u></i></p> <ul style="list-style-type: none"> • Responsibilities are of a professional or highly analytical nature. • Jobs may have significant technical requirements with a high level of accountability. • Errors may have impact beyond operations but normally are caught and / or corrected prior to signification impact. • May train and direct work of junior staff. 	<ul style="list-style-type: none"> • Generally responsible for managing a department or major function within a department with staff responsibility. <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Will manage highly complex processes or have diverse and complex responsibilities such as: people or financial management, external relationship development, project / process leadership. <p><i>This must be the primary purpose of the position, not a sporadic assignment. Focus of management is more frequently operational than strategic. The depth of the organizational structure may impact this.</i></p> <ul style="list-style-type: none"> • Frequently contributes to management strategy. • Establishes priorities; assigns functions; maintains quality control. • Errors may have significant impact on operations and / or profits within the organization. • Provides total management and expert guidance to lower level staff.
<p>Decision Making</p>	<ul style="list-style-type: none"> • Works is governed very closely by a supervisory oversight, set procedures, and precedent • Refers all but the most basic problems to supervisor for guidance and decision 	<ul style="list-style-type: none"> • Works in compliance with established procedures. Identifies and resolves readily identifiable problems. • Makes decisions within established guidelines and policies. Refers the most difficult situations to supervisor for guidance. • Nature of work requires supervision; exercises limited judgment. • Work typically involves regular process checks or review of output by a coworker and/or supervisor. 	<ul style="list-style-type: none"> • Performs full range of professional level work that typically requires more complex and less clearly-defined issues. • Identifies problems then solutions then takes appropriate action to resolve. • Nature of work requires significant independence. • Receives guidance only on unusual, complex problems / issues. • Typically involves periodic review of output by supervisor / manager. 	<ul style="list-style-type: none"> • Has latitude to make operational/procedural decisions within broadly defined parameters. • Decisions require a high level of judgment. • Guidance from higher management limited to expected outcomes. • Generally requires higher managerial approval for policy and/or fiscal variances.

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Level	FC1	FC2	FC3	FC4
Characteristic Duties	<ul style="list-style-type: none"> • Provides frontline supervision and oversight to staff engaged in the care and cleaning of campus building sites. • Plans, schedules, assigns, and monitors work; implements training programs. • Approves the purchase of supplies. • Investigates and addresses employee complaints and conflicts; takes corrective action; gathers data concerning first stage grievances. • Confers with building representatives to discuss any concerns on housekeeping issues. 	<ul style="list-style-type: none"> • Oversees the delivery of services for an assigned area. • Provides oversight and training for supervisors and group leaders; designs training and development programs; assists in a variety of personnel actions that includes hiring, merit recommendations, performance evaluations, promotions, transfers, and making recommendations for dismissal. • Participates in determining fiscal needs for planned services and makes recommendations on budget planning. • Coordinates the testing and evaluation of supplies and equipment. • Conducts quality control inspections in assigned buildings. 	N/A	<ul style="list-style-type: none"> • Manages division activities and projects; develops and communicates objectives; establishes and administers internal policies. • Develops plans to adapt to changing customer needs and determines corresponding levels of services; determines staffing levels. • Develops and manages unit budget; reviews and provides input on contracts with external vendors. • Exercises full management authority over all professional, service and support staff.
Minimum Education/ Experience (or equiv)	<ul style="list-style-type: none"> • High school and 2 years of building services experience plus 1 year supervisory or leadership experience • May require completion of in-house Management Training Program (MTP) 	<ul style="list-style-type: none"> • Two years college coursework and 2-3 years of supervisory experience or High School plus 5 years building services experience • May require completion of in-house Management Training Program (MTP) 	N/A	<ul style="list-style-type: none"> ▪ Bachelor's plus 5-8 years experience