

TO: Personnel Board
FROM: Sherry Severson, Human Resources
DATE: October 13, 2010
SUBJECT: Custodial Workers 2 (Housing)

At the request of the Housing Operations Program Manager, I conducted a study of the Custodial Worker 2 (CG16-07) positions that work out of the West and Triangle Site Public Housing locations. These two positions are part of the Community Development Authority Public Housing section and previously had been responsible for performing a full range of custodial and cleaning tasks common to large residential facilities. The facilities are made up of large apartment complexes (300 units), two and four unit buildings, townhouses, and single family homes. After reviewing the current position descriptions (see attached) and speaking with the supervisors and incumbents, I agree that the work performed is at the higher classification of Housing Maintenance Worker (16-10), that the current positions of Custodial Worker 2 should be recreated as Housing Maintenance Workers, and that the incumbents should be reallocated to the higher level.

Over time there has been a significant expansion in the level of responsibility and skills necessary to perform the work needed in order to meet Federal Housing and Urban Development (HUD) mandates. HUD requires that vacant units be turned over and available for occupancy within a short period of being vacated. Because of the age and number of units that the City of Madison maintains, as well as the limited staff available, it was increasingly more difficult to meet the HUD requirement and the resulting effect would be loss of federal funding.

In trying to address this issue, Housing began assigning the incumbents to assist the higher level Maintenance Workers and Maintenance Mechanics as they performed both daily maintenance work and the work necessary to prepare vacancies for occupancy. This work includes routine plumbing, electrical, carpentry and appliance repairs: check and repair plumbing fixtures, traps, valves, drains, toilets, sinks, water heaters, water softeners and fire pumps; check and repair/replace electrical switches, breakers, fixtures, wiring, intercoms, security systems and fire alarms; check and repair garbage disposals, ranges and refrigerators; check and repair bases, tiles, handrails, handles, traverse rods, windows and caulk. The work also includes snow removal, landscape, and general maintenance of grounds and outdoor structures. This work is all consistent with the duties and responsibilities associated with the Housing Maintenance Worker classification (see attached class specification).

Over time the abilities and skills of the incumbents in these positions have increased and because of demands placed on the unit, assignments at the higher level have been necessary in order to ensure compliance with HUD requirements. These higher-level assignments now encompass over 50% of the incumbent's time. Further, the incumbents have been performing, and receiving out-of-class pay for the higher level work, for nearly one year.

I find that the work being performed is consistent with that at the “Housing Maintenance Worker” level, demonstrating that the incumbents possess the skills to competently perform or assist in the performance of semi-skilled and skilled maintenance activities. I therefore propose recreating the Custodial Worker 2 positions as Housing Maintenance Workers and reallocating the incumbents to the higher level.

The necessary resolutions have been prepared to implement this recommendation.

cc: Augustine Olvera, Housing Manager
 Mike Dieters, Labor Relations

Position Title	Compensation Group/Range	2009 Annual Minimum (Step 1)*	2009 Annual Maximum (Step 5)	2009 with 12% Longevity
Custodial Worker 2	16/07	\$37,987	\$42,622	\$47,736
Housing Maintenance Worker	16/10	\$41,288	\$46,213	\$51,766

*The rates reflect the 2009 salary schedule. Once the 2010 salary schedule is in place, any necessary adjustments will be made at that time.