

PERSONAL SERVICES

Broad Occupational Category - 79

DUTIES AND RESPONSIBILITIES

- *Plans, implements, and coordinates programs or services (Volunteer Services Coordinator; Religious Coordinator; Transportation Manager).*
- *Maintains records, prepares reports, and documents activity (Volunteer Services Coordinator; Corrections Laundry Operator; Vehicle Operators; Laundry Supervisor).*
- *Recruits, interviews, trains, orients, and places volunteers (Volunteer Services Coordinator; Religious Coordinator).*
- *Picks up, delivers, and transports laundry, passengers, or materials (Laundry Worker; Vehicle Operators).*
- *Sorts, folds, counts, and processes laundry (Laundry Worker; Corrections Laundry Operator).*
- *Operates laundry and cleaning equipment safely and effectively (Laundry Worker; Corrections Laundry Operator).*
- *Ensures compliance with safety, sanitation, and operational standards (Barber/Beautician; Laundry roles; Transportation Manager).*
- *Presents programs and participates in public relations (Volunteer Services Coordinator; Religious Coordinator).*
- *Conducts religious services, activities, and individual counseling (Religious Coordinator).*
- *Maintains sanitary work areas and prepares disinfectants (Barber/Beautician; Laundry roles).*
- *Supervises volunteers, staff, or inmates (Laundry Supervisor; Corrections Laundry Operator; Religious Coordinator; Transportation Manager).*
- *Assigns, monitors, and inspects work performance (Laundry Supervisor; Corrections Laundry Operator).*
- *Develops policies, procedures, and operational standards (Corrections Industries Laundry Manager; Religious Coordinator; Transportation Manager).*
- *Prepares budgets, manages inventory, and requisitions supplies (Corrections Industries Laundry Manager; Transportation Manager; Barber/Beautician; Laundry Supervisor).*
- *Serves as liaison between institution and community, including for events or tours (Volunteer Services Coordinator; Religious Coordinator).*

COMPETENCIES

- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Priority Setting** - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Process Management** - Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

- **Compassion** - Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Timely Decision Making** - Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Managing and Measuring Work** - Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Motivating Others** - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

SMART Goal Prompting Questions

Plans, implements, and coordinates programs or services

- What actions could you take to improve the planning, coordination, efficiency, or effectiveness of programs or services?
- How will you measure success, such as increased participation, improved service delivery, reduced delays, or greater customer satisfaction?
- What planning tools, scheduling methods, stakeholder input, or evaluation practices could strengthen program coordination?
- How do well-planned programs and services support agency operations and the needs of the individuals or communities served?
- By what date or program cycle will you aim to implement and evaluate an improvement?

Maintains records, prepares reports, and documents activity

- What steps could you take to improve the accuracy, completeness, timeliness, or organization of records and reports?
- How will you measure success, such as fewer documentation errors, faster report completion, or improved accessibility of records?
- What templates, tracking systems, electronic tools, or quality-control procedures could strengthen documentation practices?
- How does accurate documentation support accountability, continuity of services, and compliance with agency requirements?
- By what date or reporting cycle will you aim to improve recordkeeping and reporting practices?

Recruits, interviews, trains, orients, and places volunteers

- What strategies could you use to improve the recruitment, selection, onboarding, training, or placement of volunteers?
- How will you measure success, such as increased volunteer participation, improved retention, faster onboarding, or better placement of volunteers?
- What recruitment methods, orientation materials, training resources, or screening processes could strengthen volunteer services?
- How does effective volunteer recruitment and development support agency programs and the individuals being served?
- By what date or recruitment cycle will you aim to improve the volunteer process?

Picks up, delivers, and transports laundry, passengers, or materials

- What actions could you take to improve the safety, reliability, efficiency, or timeliness of transportation and delivery services?
- How will you measure success, such as fewer delays, improved on-time delivery, reduced errors, or fewer safety concerns?
- What scheduling tools, routing practices, vehicle inspections, or communication methods could improve transportation operations?
- How does reliable transportation and delivery support continuity of agency services and daily operations?
- By what date or operational period will you aim to improve transportation or delivery practices?

Sorts, folds, counts, and processes laundry

- What steps could you take to improve the efficiency, accuracy, organization, or quality of laundry processing?
- How will you measure success, such as increased processing efficiency, fewer counting or sorting errors, reduced turnaround time, or less waste?
- What workflow improvements, labeling systems, equipment practices, or quality-control procedures could strengthen laundry operations?
- How does efficient laundry processing support sanitation, operational continuity, and the individuals served?
- By what date or operational cycle will you aim to improve laundry processing?

Operates laundry and cleaning equipment safely and effectively

- What actions could you take to improve the safe, efficient, or proper use of laundry and cleaning equipment?
- How will you measure success, such as fewer equipment issues, reduced downtime, improved productivity, or fewer safety concerns?
- What training, preventive maintenance, operating procedures, or safety checklists could strengthen equipment use?
- How does proper equipment operation support workplace safety, efficiency, and service quality?
- By what date or maintenance or operational cycle will you aim to improve equipment use?

Ensures compliance with safety, sanitation, and operational standards

- What strategies could you use to strengthen compliance with applicable safety, sanitation, and operational requirements?
- How will you measure success, such as fewer safety concerns, improved inspection results, or more consistent application of standards?

- What training, checklists, inspections, or monitoring procedures could strengthen compliance?
- How does maintaining safety and sanitation standards protect employees, clients, visitors, and the public?
- By what date or inspection cycle will you aim to improve compliance practices?

Presents programs and participates in public relations

- What actions could you take to improve the effectiveness, professionalism, or reach of program presentations and public relations activities?
- How will you measure success, such as increased participation, improved audience feedback, or greater awareness of available services?
- What presentation techniques, communication tools, outreach strategies, or promotional resources could strengthen public engagement?
- How does effective public communication support awareness of agency programs and positive relationships with the community?
- By what date or outreach cycle will you aim to improve program presentations or public relations efforts?

Conducts religious services, activities, and individual counseling

- What steps could you take to improve the organization, accessibility, or effectiveness of religious services, activities, or counseling?
- How will you measure success, such as increased participation, improved feedback, or more consistent availability of services?
- What scheduling practices, communication methods, resources, or partnerships could strengthen these services?
- How do effective services and activities support the needs, well-being, and successful programming of the individuals served?
- By what date or program cycle will you aim to implement and evaluate an improvement?

Maintains sanitary work areas and prepares disinfectants

- What actions could you take to improve the cleanliness, sanitation, organization, or safety of work areas?
- How will you measure success, such as improved inspection results, fewer sanitation concerns, or more consistent completion of cleaning activities?
- What cleaning schedules, checklists, training, or standardized procedures could strengthen sanitation practices?
- How does maintaining sanitary work areas support health, safety, and effective operations?
- By what date or inspection cycle will you aim to improve sanitation practices?

Supervises volunteers, staff, or inmates

- What strategies could you use to improve supervision, communication, accountability, or performance among the individuals you oversee?
- How will you measure success, such as improved work performance, fewer issues, increased task completion, or improved feedback?
- What coaching techniques, communication practices, performance expectations, or tracking tools could strengthen supervision?
- How does effective supervision contribute to safety, productivity, employee development, and successful program operations?
- By what date or evaluation period will you aim to improve your supervisory practices?

Assigns, monitors, and inspects work performance

- What actions could you take to improve work assignments, performance monitoring, or quality inspections?
- How will you measure success, such as improved productivity, fewer errors, more consistent work quality, or better completion of assignments?
- What scheduling tools, performance standards, inspection checklists, or feedback methods could strengthen work oversight?
- How does effective assignment and performance monitoring support accountability and efficient operations?
- By what date or evaluation cycle will you aim to improve work assignment and monitoring practices?

Develops policies, procedures, and operational standards

- What steps could you take to improve the clarity, consistency, effectiveness, or relevance of policies and procedures?
- How will you measure success, such as fewer questions or inconsistencies, improved compliance, or more efficient operations?
- What research, stakeholder input, process reviews, or benchmarking could help strengthen policies and operational standards?
- How do clear and effective policies support consistent service delivery, safety, accountability, and compliance?
- By what date or policy review cycle will you aim to develop or improve a policy, procedure, or operational standard?

Prepares budgets, manages inventory, and requisitions supplies

- What strategies could you use to improve budget management, inventory accuracy, or the timely acquisition of supplies?
- How will you measure success, such as reduced waste, fewer supply shortages, improved inventory accuracy, or better budget performance?

- What inventory systems, forecasting methods, purchasing practices, or expenditure tracking tools could strengthen resource management?
- How does effective budget and inventory management support operational continuity and responsible use of public resources?
- By what date or budget/inventory cycle will you aim to improve resource management practices?

Serves as liaison between institution and community, including for events or tours

- What actions could you take to improve communication, coordination, and relationships between the institution and community partners?
- How will you measure success, such as increased participation in events, improved stakeholder feedback, or stronger community partnerships?
- What communication strategies, outreach methods, event-planning tools, or relationship-building practices could strengthen community engagement?
- How does effective community liaison work support public understanding, positive relationships, and successful agency programs?
- By what date or event cycle will you aim to strengthen community outreach or liaison activities?