CLASS TITLE: FOREMAN OF WINDOW WASHERS

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises staff engaged in the washing and cleaning of windows, partitions, doors, glass walls/curtains and other glass surfaces in the interior and exterior of buildings, and performs related duties as required

ESSENTIAL DUTIES

• Reads work orders and inspects work sites to assess work required, determine equipment and materials needed, and plan work processes
• Makes daily work assignments and plans and schedules seasonal and large scale jobs based on established priorities and availability of resources
• Supervises work in progress to ensure efficiency, timeliness, and adherence to safety procedures and practices
• Inspects completed jobs for compliance with established quality standards
• Monitors and ensures the proper set-up and use of equipment (e.g., ladders, scissor lifts, articulated booms) to access and clean windows and glass surfaces above ground level
• Responds to and resolves problems and safety hazards relating to broken windows and other glass surfaces in buildings reported by staff
• Coordinates the provision of, and provides direct training to staff on work operations and safety practices and procedures
• Evaluated staff work performance and initiates disciplinary actions as required
• Orders materials, cleaning solutions and equipment, as needed
• Tests new equipment and cleaning solutions and makes recommendations for possible acquisition
• Maintains work records (e.g., maintenance schedules, safety logs) and prepares project status and productivity reports

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

• Three years of professional residential or commercial window washing work experience including work experience working from various heights above ground level.

Licensure, Certification, or Other Qualifications

• None

WORKING CONDITIONS

• General office environment
• Exposure to outdoor weather conditions
• Work performed at various heights above ground

EQUIPMENT
• Standard office equipment (e.g., telephone, personal computer, fax machine, calculator)
• Communication equipment (e.g., two-way radio, pager system)
• Personal protective equipment (e.g., shoes, glasses, gloves, safety harnesses)

PHYSICAL REQUIREMENTS
• Ability to move one’s hands and arms to grasp or manipulate objects
• Ability to climb staircases, ladders, and/or step stools
• Ability to tolerate heights while working

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Moderate knowledge of:
• *window washing supplies, equipment, and techniques
• scheduling and coordination of maintenance activities
• *applicable safety principles and practices

Some knowledge of:
• supervisory methods, practices, and procedures
• record keeping methods, practices, and procedures
• manpower and equipment resource allocation

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills
• ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
• CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
• INSTRUCTING - Teach others how to do something
• EQUIPMENT SELECTION - Determine the kind of tools and equipment needed to do a job

Abilities
• COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
• SPEAK - Communicate information and ideas in speaking so others will understand
• COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
• WRITE - Communicate information and ideas in writing so others will understand
• RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

**Other Work Requirements**

• INITIATIVE - Demonstrate willingness to take on job challenges
• LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

March, 2011