

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**  
**LAUNDRY SUPERVISOR**

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**DEFINITION**

Performs supervisory work in directing the activities involved in the operation of a large laundry and related areas; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Supervises and evaluates the work of laundry, linen, and sewing room employees; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Instructs employees and residents in proper laundry procedures by giving verbal and written directions and demonstrations; follows client's individual program plans and documents activities.

Observes, analyzes and revises laundry schedules and assignments in order to maintain efficient operations in accordance with varying workload requirements in the laundry.

Maintains adequate quantity of laundry and linen supplies in order to replenish depleted stock by requisitioning or overseeing the ordering of necessary items.

Maintains sanitary conditions in the laundry by establishing procedures for handling contaminated laundry and disinfecting the laundry area.

Maintains machines and equipment in operating condition by performing minor repairs and adjustments; orders major mechanical repairs.

Ensures washing formulas are mixed correctly by overseeing their preparation.

Monitors quality of work and volume of production in order to establish standards of operation by recording quantities of clothing and linens laundered, supplies used, losses, repairs and related information.

Participates in committee and staff meetings to make observations and comment on laundry operations and procedures by providing input on laundry activities.

Handles linen requisitions from all areas of an institution by writing up the requested order on a designated form and giving it to appropriate employee to be filled.

Supervises, in some institutions, other areas related to the laundry operation such as linen room or sewing room.

**COMPETENCIES REQUIRED**

Knowledge of the principles of supervision, including delegation of work, training of subordinates, performance evaluation, collective bargaining contracts, discipline and hiring.

Knowledge of sanitation and disease prevention procedures necessary in an institutional laundry.

Knowledge of the operation of various commercial laundry equipment such as washer, dryer, extractor, flat-ironer, fast-finisher, folding machines and automated console system.

Knowledge of laundry methods, sorting, stain removal and pressing techniques.

Knowledge of laundry soaps, bleaches, disinfectants, starch preparations and other chemicals used in the laundry.

Knowledge of laundering requirements of fabrics currently used at the institutions in clothing and linens.

Knowledge of institutional laundry inventory and record-keeping procedures.

Knowledge of basic repair and maintenance techniques for the types of machines used in the laundry operation.

Knowledge of other assigned areas such as the linen room or sewing room.

Ability to plan, coordinate, control and evaluate the work of subordinates.

Ability to operate various commercial laundry machines such as washer, dryer, extractor, flat-ironer, fast-finisher, folding machines and automated console system in order to wash, dry and fold laundry.

Ability to make minor machine repairs on the laundry equipment.

Ability to fill out reports for machine maintenance requests and requisitioning of supplies.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to one year of full-time work as a supervisor in a commercial or institutional laundry;

OR

experience equal to three years of full-time work in a commercial or institutional laundry.

Effective Date: 10/12 BR