



FP&M Performance Management & Development Program (PMDP) CUSTODIAN

The PMDP program gives supervisors and employees the opportunity to have conversations at regularly scheduled times throughout the year about responsibilities, goals and development opportunities. These conversations are documented online in the PMPD system and can be accessed at any time by employees through the MyUW site.

Training modules for the PMDP program can be found in the Position Specific Training tool on the Inside FP&M Training & Development page <https://inside.fpm.wisc.edu/training/>

To prepare for these conversations, find **sample language** below that may be used to describe Responsibilities, Expectations and Criteria for Success for the Custodian & Floor Tech positions.

Custodian Responsibility	Custodial Expectations
1. Utilizes basic equipment and supplies to clean assigned facility areas and remove waste and recyclables	Completes assigned run as instructed using proper equipment and chemicals. Wears appropriate Personal Protective Equipment (PPE) at all times. Meets the APPA standards for the area. Stays up to date with assigned safety training.
2. Maintains organization of supply areas and equipment, documents inventory, and requests additional supplies as needed	Keep closets, equipment and carts organized, free of safety hazards, clean, and ready for use. Document inventory use and maintain stock levels at 2 weeks' worth of supplies. Alerts crew supervisor when stock levels in the main supply storage area are low and need to be reordered. Uses best safety practices when unpacking and storing supply deliveries.
3. Maintains clean and clear walkways to ensure they are free of debris, litter, snow, and ice	Removes any waste and litter from interior and exterior walkways and reports any hazards to crew supervisor. Participates in crew snow removal operations which may include shoveling, salting, and/or operating snow blowing equipment to ensure clear and safe exterior walkways in wintry conditions. Uses best safety practices, and appropriate cold-weather PPE, during snow removal operations.



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| 4. Documents and reports repairs, violations, and pest control needs | Notifies crew supervisor and fills out correct repair request forms when issues are identified including security violations, needed repairs or pest activity. |
| 5. Monitors and secures facility interior and exterior entrances and reports issues to appropriate entities | Follows proper procedure when cleaning and removing snow from exit areas and engaging with building occupants and crew members. Documents and reports any issues or engagements with building occupants or interpersonal workplace issues to supervisor, FP&M HR or campus resources. |



FP&M Performance Management & Development Program (PMDP) FLOOR TECH

The PMDP program gives supervisors and employees the opportunity to have conversations at regularly scheduled times throughout the year about responsibilities, goals and development opportunities. These conversations are documented online in the PMPD system and can be accessed at any time by employees through the MyUW site.

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To prepare for these conversations, find **sample language** below that may be used to describe Responsibilities, Expectations and Criteria for Success for the Custodian & Floor Tech positions.

Floor Tech Responsibility	Floor Tech Expectations
1. Cleans floors by vacuuming, buffing, stripping, and waxing assigned areas	Completes work as instructed using proper equipment and chemicals. Wears appropriate Personal Protective Equipment (PPE) at all times. Meets the APPA standards for the area. Stays up to date with assigned safety training.
2. Extracts carpet and furniture according to institutional standards	Uses best safety practices, and appropriate PPE, to operate, safely maintain and store equipment used in carpet extraction including carpet extractors, upholstery cleaners, shampoo chemical compounds, and more as needed.
3. Utilizes basic equipment and supplies to clean assigned facility areas and remove waste and recyclables	Completes assigned run as instructed using proper equipment and chemicals. Meets the APPA standards for the area.
4. Monitors and secures facility interior and exterior entrances and reports issues to appropriate entities	Follows proper procedure when cleaning and removing snow from exit areas and engaging with building occupants and crew members. Documents and reports any issues or engagements with building occupants or interpersonal workplace issues to supervisor, FP&M HR or campus resources.
5. Maintains clean and clear building interiors to ensure they are free of debris and litter	Understands and executes good housekeeping practices for assigned areas and projects.



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| 6. Inspects, maintains, operates, and repairs equipment to ensure optimal and safe operation | Notifies crew supervisor of any equipment issues by submitting the correct repair request form for any needed repairs, maintenance, or other operational issues. Inspects equipment before every use for safety issues. Inspects, cleans, and stores equipment after use. Uses best safety practices while maintaining and operating equipment. |
| 7. Maintains clean and clear walkways to ensure they are free of debris, litter, snow, and ice | Removes any waste and litter from interior and exterior walkways and reports any hazards to crew supervisor. Participates in crew snow removal operations which may include shoveling, salting, and/or operating snow blowing equipment to ensure clear and safe exterior walkways in wintry conditions.
Utilizes best safety practices, and appropriate cold-weather PPE, during snow removal operations. |
| 8. Documents and reports repairs, violations, and pest control needs | Notifies crew supervisor and fills out correct repair request forms when encountering issues including security violations, needed repairs or pest activity. |



FP&M Criteria for Success

EXAMPLE GOALS choose 1 - 3 based on the developmental needs of the employee

PERFORMANCE CRITERIA

Knowledgeable in performing job duties.

The employee can

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| 1. Applies knowledge and available resources effectively and efficiently | A. take (#) of trainings to expand knowledge of job duties

B. review job duties 1-on-1 with supervisor or lead
C. job shadow to improve knowledge of ... (add the task)
D. use only designated resources for job tasks, or ask supervisor permission |
| 2. Performs work assignments accurately and according to professional standards | A. review standards and expectations 1-on-1 with supervisor or lead

B. improve APPA inspection ratings |

Communication and Working Relations

The employee can

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| 1. Maintains effective working relationships with coworkers, supervisors, and/or customers | A. display ability to work effectively with various people

B. take (#) of trainings for communication and relationship skills |
| 2. Asks for direction or clarification when needed | A. use the beginning and ending of shift and phone communication to ask questions as needed |
| 3. Displays effective listening skills | A. take (#) of training to improve listening skills |
| 4. Assist co-workers, when appropriate | A. support coworkers in tasks such as moving heavy trash, moving furniture to vacuum, etc. |
| 5. Demonstrate effective verbal and written communication skills | A. uses procedures for reporting and requesting (ex: forms) when needed
B. engage in conversation to the best of ability. Asks for help when needed |



Dependability	The employee can
1. Demonstrates punctuality and follows procedures for absences	A. notify supervisor promptly when unscheduled absence or tardy B. avoid leaving work early or extending break times, without supervisor permission
2. Consistently performs well while working independently	A. reduce the number of incomplete tasks per week
3. Takes initiative to use time productively	B. complete weekly tasks with minimum supervision
Customer Service	The employee can
1. Relates work and job purpose and commitment to customers	A. maintain clean and safe environment for campus community
2. Treats all internal and external customers with respect	A. take (#) of skills trainings, related to communication and relationships B. develop skills to work effectively with coworkers and customers
3. Manages challenging customer service situations calmly and tactfully	A. give timely and polite responses B. focus on listening, acknowledging feelings, and communicating clear steps to help the situation
Safety	The employee can
1. Follows established procedures and protocols for job function at all times	A. review (add specific procedure) 1-on-1 with supervisor or lead B. take (#) of trainings on (add procedure)
2. Takes appropriate action if unsafe conditions or safety hazards arise	A. use PPE properly at all times and ask for assistance if unsure of correct use B. communicate to supervisor when unsafe conditions or hazards arise



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Accountability

The employee can

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| 1. Demonstrates honesty and ethical behavior | A. reduce the number of (add behavior) work rule violations |
| 2. Is willing to adjust to shifting priorities and changes in work assignments | B. listen and asks questions when given changes to assignment |
| 3. Accepts responsibility for own work | A. admit to mistakes and consider how to improve
B. focus on essential tasks |
| 4. Follow through on commitments | A. sets realistic deadlines for tasks
B. ask for help when needed |

Engagement, Inclusion, and Diversity (EID)

The employee can

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| 1. Honors FP&M and Department core values | A. People-centered: actively listen and try to understand the perspective of all members of the team
B. Stewards of our resources: Find ways to use time, materials and equipment effectively
C. Acts with Integrity: be honest and dependable
D. Innovation & Discovery: share ideas for working more effectively
E. Safety: learn how to safely use all PPE and equipment |
| 2. Provides regular feedback and input to support EID initiatives | A. Constructively give input to ways to improve engagement, inclusion and diversity |
| 3. Supports and assists peers and co-workers in learning and development | A. Take time to help peers learn new skills |

Special Projects

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| 1. Identify work on special projects, committees or shared governance |
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