


Life as a Contractor
 "Is it an option for you?"

Question
 Will your current job be there in 5 years?

Quote

"This is not how I thought I would close out my career!"
 "Communications is Everything!"
 "What the Hell was I thinking?"
 "It doesn't happen over night!"
 "I am healthier and happier than I have been in a long time!"

Observation
 Whether you think they do it right or wrong, they definitely do it different!




Re-building from scratch!

1. 0% → 20% carry over of in-house staff
 - Wage & Benefit dependant
 - Usually closer to 0% then 20%
2. Loss of Institutional Memory
3. Loss and/or disruption of standing policies and procedures
4. Contracted staffing may not match existing in-house staffing configuration
5. Methods of cleaning may change and require educating the customer



Key Elements of Training for New Staff


- Training:
 - Investment is a must
 - Hands on
 - Job descriptions are important
 - Chemistry of cleaning
 - Equipment usage, p.m., trouble shooting and repair
 - Set-up, events and direct service
 - Validation of knowledge retained
- A Qualified and enthusiastic trainer(s)



Operating Short Staffed:

- Start-up
- The down side of better control over the labor force is turnover
 - Quicker terminations
 - More terminations
 - Customer requested transfers / terminations
- "I found a better job"


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Development of System Protocols
Even if they already exist – your new role as a contractor will likely require that they be re-written

- Work Orders
- E-Mail
- System Alarms
- Pool operations
- Fire Drills
- Fire Alarm Systems
- Security Alarms
- Confined Spaces
- Etc. – Etc. – Etc.


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The importance of a "District Liaison"

- Retention of Institutional memory.
- Authority that is informed and dedicated to the best interest of the District at the top.
- Reconciliation of Contract language with unexpected need.
- Problem & conflict resolution

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Supplies

- Who decides what?
- Who controls the \$\$
- Who controls the P.O. process?
- Why is it important?

Protocols may be needed for each type of supply; Who is responsible for each type of supply, who orders and who pays.

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Equipment repair, maintenance and replacement.

- Who decides what?
- Who controls the \$\$
- Who controls the P.O. process?
- Why is it important

As with supplies – Specific protocols may be needed regarding who is responsible to decide: what, who repairs, who replaces, who pays

Note: A qualified designated P.M. person is highly desirable!


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Customer Relations vs. Organizational Relations

- Customer is no longer a “Captive Audience”
- “The cost is not my problem”
- Negotiating versus Demanding – Refusing – or – Just doing it anyway.
- Being “Reasonable” versus being “In Control”


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Reconciling “ Less Expensive ”
with
“ I want what I always had and better! ”

- Executive Administration is committed to the decision –
BUT
- Principals “I still want what I want!”
AND
- Teacher’s jobs were saved – but –
MEA anti-contracting agenda makes for interesting job site dynamics.


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1. Your role as a contractor in programs you don't run, didn't consider when bidding, but must comply with and/or assist with on behalf of your customer.

- Work Order System
- Energy Management
- Disaster Control
- Re-cycling
- Etc.


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Inspections – Inspections – Inspections

- Conducting Inspections:
 - Immediately after work is done
 - While assigned custodian is still on duty.
 - Incorporate immediate corrective actions.
 - Show the employee specifically what is unacceptable.
 - Show & Tell the employee how to correct the deficiency.
 - Have the deficiency corrected by the end of the shift.


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What is "EXPECTED" versus what's "IN THE CONTRACT"

- What's in the RFP?
- What's in the Bid Proposal?
- What 's in the Addendums?
- What was promised in order to make the sale?
- What is just plain reasonable for your customer to expect?
- What is just plain unreasonable for someone to request / expect?


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The need to "Bid for Clean!"

- Don't forget "Non-Routine Cleaning"
 - Events
 - Weekends
 - Acts of God
 - Mechanical disasters
 - ON and On and ON!


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Your Personal Workload!

- More hours
- More hands on
- More face to face
- More immediate
- More delicate balance
- Less control
- Less time off
- Less compensation

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Questions & Feedback!
(Not necessarily Answers)

“THE END”

OR IS IT A

“NEW BEGINNING”

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