

Functional	Contributing	Journey	Advanced
<p>Knowledge— Technical: <i>Achieves a satisfactory level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.</i></p>	<p>Recommends alternative solutions or takes actions to solve minor problems encountered in the work.</p>	<p>Advises staff of specialized cleaning and maintenance techniques and processes for use in unusual situations or problems. Seeks out knowledge of improved products or methods and passes that information to team</p>	<p>Recommends the use of new tools, products, processes and/or machinery to facilitate an efficient and effective environmental services program.</p>
<p>Customer Service: <i>Knows mission of the organization, and how own work activities impact clients and the organization. Understands and responds to needs of a variety of clients. Knows the role of clients in the work environment.</i></p>	<p>Listens and responds to customer needs promptly and respectfully.</p>	<p>Recognizes potential problems in service, and addresses and resolves promptly and respectfully.</p>	<p>Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.</p>
<p>Planning and Organizing Work: <i>Develops plans to accomplish work operations and objectives; arranges and assigns work to use</i></p>	<p>Assigns and monitors daily work, giving instructions to employees.</p>	<p>Plans daily or weekly work to meet established objectives. Assesses the needs of the unit and recommends minor changes in procedures, workflow and manpower assignments.</p>	<p>Plans work operations; establishes priorities, and sets deadlines over a short-range period, within established goals and objectives. Arranges and assigns work.</p>

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<p><i>resources efficiently. At the advanced level, planning is of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.</i></p>			
<p>Budgeting: Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.</p>	N/A	N/A	Operates within assigned budget. Recommends needed expenditures.
<p>Training: Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.</p>	Models work/job duties for employees.	Ensures on-the-job training. Encourages employees to learn improved skills and helps them overcome deficiencies through training.	Develops training programs. Determines training needs and provides training to employees. Ensures employees have tools and knowledge to comply with standards.
<p>Managing Work and Performance: Establishes work rules and acceptable levels of quality and quantity of work; reviews work and measures performance of others, and develops individuals'</p>	Explains and applies work rules, standards and guidelines	Ensures adherence to work standards and total quality standards. Recommends minor changes to work standards.	Provides management support to ensure adherence to work rules, standards and guidelines. Implements minor adjustments or changes to work rules, standards and guidelines.

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<i>competencies.</i>			
<p>Managing Work Processes: <i>Measures and evaluates work processes, services and products to achieve organizational goals. Redesigns as needed using best methods and technology to meet or exceed business needs. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.</i></p>	<p>Monitors work of staff, closely and ongoing, to assess and problem-solve.</p>	<p>Reviews work of staff upon completion to assess and problem solve. Seeks input from others in making and implementing changes in work processes that help employees perform the job better and serve customer needs .</p>	<p>Reviews accomplishments to ensure program missions and goals are being met. Makes final review for the most difficult, controversial or sensitive work in order to assess and problem solve.</p>
<p>Human Resources Management: <i>Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures.</i></p>	<p>Identifies problems and brings to attention of appropriate authority</p>	<p>Resolves minor problems and complaints on an informal basis Approves routine leave requests.</p>	<p>Recommends resolution of disciplinary/grievance issues Assists in recruitment and selection process; ensures benefits information is shared; approves non-routine leave requests.</p>

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<p><i>Interpersonal Skills:</i> <i>Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</i></p>	<p>Communicates civilly and respectfully</p>	<p>Motivates and encourages employees. Encourages customer feedback.</p>	<p>Mediates. Acts as liaison to management.</p>
<p><i>Communication:</i> <i>Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.</i></p>	<p>Listens to instructions, asks necessary questions to complete tasks.</p>	<p>Facilitates communication among the work group in a manner that helps accomplish daily work goals . Serves as accessible point of contact with customers on comments and discussions about quality and timeliness of work group accomplishments and requested changes in process or outputs.</p>	<p>Leads by example in overcoming communication problems in the work area. Identifies ways to communicate well with each employee and each customer</p>
<p><i>Safety and Health Compliance:</i> <i>Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment.</i></p>	<p>Recognizes and follows dispenser directions to properly mix cleaning chemicals.</p>	<p>Services, and/or replaces cleaning and maintenance equipment and machinery.</p>	<p>Performs routine servicing of tools and equipment safely to ensure safe operation.</p>