

Functional	Contributing	Journey	Advanced
<p>Knowledge— Technical: 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.</p>	<p>Reads work schedules and diagrams of buildings to arrive at the assigned work area on a timely basis. Performs basic cleaning such as sweeping, mopping, scrubbing, dusting, disinfecting, vacuuming, etc., to keep working areas in a clean and orderly condition. Fills dispensers, such as tissue and soap dispensers, with the proper product and amount. Mows and trims lawns and shrubberies to a height using hand and power trimmers, and performs other grounds keeping tasks as requested.</p>	<p>Cleans the interior and exterior of buildings, using the appropriate cleaning solutions. Operates standard commercial laundry machines or services equipment to keep machines functioning properly and efficiently.</p>	<p>Maintains an inventory of cleaning materials, supplies and equipment to ensure appropriate levels needed to perform work.</p>
<p>Interpersonal Skills: Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</p>	<p>Communicates with fellow workers in a manner that allows work to be completed.</p>	<p>Develops and maintains effective working relationships with others in order to encourage and support communication and teamwork.</p>	<p>Crosses work units when problem solving.</p>
<p>Customer Service: 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.</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>

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<i>Knows the role of clients in the work environment.</i>			
Communication: <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>	Listens to instructions, asks necessary questions to complete tasks.	Listens to co-workers' questions or self identifies questions that need answering and selects an appropriate person or written source to consult to get a workable answer that can allow for progress in accomplishing the job.	Leads by example in overcoming communication problems in the work area.
Safety and Health Compliance: <i>Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment.</i>	Recognizes and follows dispenser directions to properly mix cleaning chemicals.	Services, and/or replaces cleaning and maintenance equipment and machinery.	Performs routine servicing of tools and equipment safely to ensure safe operation.