

## I. DESCRIPTION OF WORK

Positions in this banded class supervise and manage a group of employees who perform a wide range of progressively responsible tasks involving the operations, repair and maintenance of facilities producing chilled water, electricity and steam, as well as, the associated chilled water, electrical and steam distribution systems. The functions performed by the individuals supervised by employees in this banded class are operate, service, inspection, troubleshooting, repair and maintenance of equipment and systems associated with the various facilities. Work also involves modification to existing systems and the construction and installation of minor pieces of equipment. Equipment and systems worked on include coal-fired steam plant boilers, steam turbines, generators, auxiliary equipment, chillers, high voltage electrical switches, DCS, SCADA and the associated chilled water, electrical and steam distribution systems.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level supervise operations and/or maintenance repair personnel to operate and/or repair and maintain coal-fired boilers, steam turbines, auxiliary equipment, chillers, high voltage switches, motors, pumps, electrical substations, control systems (DCS and SCADA), electrical protective systems, and campus chilled water, electrical and steam distribution systems. Positions at this level may function in a "working supervisor" capacity. They schedule and review work assignments, set daily objectives for work unit based on established priorities and time frames, and determine the priority and extent of repair work to be completed. Work is differentiated from the other supervisory competency levels by the relative size and complexity operations.</p>	<p>Positions at this level supervise operations and/or maintenance repair personnel to operate and/or repair and maintain coal-fired boilers, steam turbines, auxiliary equipment, chillers, high voltage switches, motors, pumps, electrical substations, control systems (DCS and SCADA), electrical protective systems, and campus chilled water, electrical and steam distribution systems. Positions at this level may also supervise a number of other supervisors. In addition to the day to day supervisory responsibilities positions at this level set short-range maintenance objectives, prioritize activities and tasks, and adjust priorities when appropriate. Positions coordinate a limited variety of operational, diagnostic, and repair services. They analyze fiscal/budget reports; make decisions on procurement of equipment/supplies; respond and meet requests for budget information within time frames; and explain or justify budget requests. Positions prepare work reports, submit requisitions for needed materials, and purchase emergency supplies.</p>	<p>Positions at this level manage the acquisition, replacement, repair and services to coal-fired boilers, steam turbines, auxiliary equipment, chillers, electrical switches, fuel handling equipment, control systems and the campus chilled water, electrical and steam distribution systems. Positions plan, organize and direct service operations that may be statewide in nature or division/agency based. They set mid- to long-range maintenance goals and objectives and prioritizes activities and tasks; prepare alternative plans to meet changing conditions and ensure timely task accomplishment; coordinate a wide variety of operational, diagnostic, and repair services. Positions provide rationale to management for budget expenditures; adjust budgets as appropriate or as directed; and understand and apply financial planning strategies to develop budget.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge – Technical</b>	Technical knowledge and skill in a specific technical area(s) and ability to keep 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.
<b>Planning and Organizing Work</b>	Ability to develop plans to accomplish work operations and objectives; ability to arrange and assign work to use resources efficiently. Ability to perform advanced planning of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.
<b>Communication</b>	Ability to communicate information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.
<b>Financial Management - Budget</b>	Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.
<b>Client/Customer Service</b>	Ability to develop and maintain strong relationships with clients (those who buy goods and services and for whom formal professional services are rendered) or customers (those who consume goods and services) by listening to the client/customer and understanding and responding to identified needs.
<b>Leading Work Teams</b>	Ability to establish expectations and clear direction to meet goals and objectives of on-going work for a group of employees. Ability to motivate and engage employees through effective communication.
<b>Human Resource Management</b>	Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce; ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work; ability to provide feedback; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and support employees in career development opportunities.
<b>Safety and Health Management</b>	Ability to establish a culture of safety for employees and ensure that work processes are free from safety and health hazards, that employees are properly trained, and that programs are in place to ensure safety.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Technical**

Technical knowledge and skill in a specific technical area(s) and ability to keep 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.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to perform and oversee a variety of recurring and related tasks using procedures and processes that are readily understood and are associated with less complex components, equipment and systems.</p> <p>Ability to oversee troubleshooting, calibrating, maintaining, repair, and/or operation of less complex mechanical and electrical components, equipment and systems.</p>	<p>Ability to understand both standard and non-standard work processes.</p> <p>Ability to perform and oversee a variety of recurring and non-recurring work that involves related or varying processes and that are associated with moderately complex components, equipment and systems.</p> <p>Ability to troubleshoot, analyze and determine various courses of action. Examples: installation and maintenance of high voltage electric distribution systems, high energy pumps and motors; troubleshoots, investigates and analyzes equipment and system malfunctions and operational issues; determines solutions for equipment installation, repair, maintenance and operation of boilers, chillers and electrical distribution systems.</p> <p>Ability to oversee moderately complex equipment and systems using computer controls.</p>	<p>Ability to perform and oversee a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work.</p> <p>Ability to serve as a “technical expert” within the work unit and guides and coaches others.</p> <p>Ability to demonstrate a thorough and extensive understanding of complex equipment and systems and the operations thereof. Examples: Plan and implement modifications to piping for steam and chilled water, high voltage wiring installations for electric distribution systems.</p> <p>Ability to make operational decisions and provide direction in the operations of complex equipment and systems.</p>

**Planning and Organizing Work**

Ability to develop plans to accomplish work operations and objectives; ability to arrange and assign work to use resources efficiently. Ability to perform advanced planning of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to set daily objectives for work unit based on established priorities and time frames.</p> <p>Ability to recognize and request equipment and/or materials that are needed to do the job.</p>	<p>Ability to set short-range maintenance objectives and prioritizes activities and tasks; ability to adjust priorities when appropriate; ability to plan for equipment needs; ability to review requests and ensures that required equipment, tools and/or materials are available; ability to use time effectively to accomplish work unit goals; ability to consider competency level of current staff and distributes work accordingly.</p> <p>Ability to coordinate a limited variety of vehicle/equipment operational, diagnostic, and repair services.</p>	<p>Ability to develop realistic timelines and milestones; ability to set mid- to long-range maintenance goals and objectives and prioritizes activities and tasks; ability to prepare alternative plans to meet changing conditions and ensure timely task accomplishment.</p> <p>Ability to coordinate a wide variety of vehicle/equipment operational, diagnostic, and repair services.</p>

**Communication**

Ability to communicate information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to give verbal instructions in a clear manner; ability to listen to others; ability to ensure that information gets to the right person within agreed upon time frames.</p>	<p>Ability to explain standard operating procedures in easily understood language; ability to seek input, listen and check for mutual understanding; ability to ask for clarification if needed.</p>	<p>Ability to use an effective and approachable style that engages others and builds credibility.</p> <p>Ability to adjust communication style for different audiences; ability to clearly explain information that is not readily understood.</p> <p>Ability to assess and weigh the impact of the message on the organization or customer including legal/regulatory implications.</p>

**Financial Management – Budget**

Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.

Contributing	Journey	Advanced
<p>Ability to follow budget guidelines and stay within budget; ability to keep detailed records to track expenditures and receipts; ability to use appropriate tools to track or report work expenses; ability to follow purchasing and procurement guidelines.</p>	<p>Ability to identify and monitor most cost-effective use of resources.</p> <p>Ability to analyze budget reports and demonstrate an understanding of state and department/office budget procurement regulations; ability to make sound decisions on procurement of equipment / supplies; ability to respond to and meet requests for budget information within time frames; ability to communicate budget allocations to staff; ability to explain or justify budget requests.</p>	<p>Ability to consider the business needs of the organization when requesting state or federal funds; ability to demonstrate an understanding of the budget process.</p> <p>Ability to provide rationale to management for budget expenditures; ability to adjust budgets as appropriate or directed; ability to understand and apply financial planning strategies to develop budget.</p>

**Client/Customer Service**

Ability to develop and maintain strong relationships with clients (those who buy goods and services and for whom formal professional services are rendered) or customers (those who consume goods and services) by listening to the client/customer and understanding and responding to identified needs.

Contributing	Journey	Advanced
<p>Ability to respond to customer needs within established parameters; ability to provide prompt, attentive service; ability to listen carefully and check for understanding of customer needs; ability to demonstrate courteous actions and follow the organization's established protocol for customer service.</p>	<p>Ability to anticipate, identify and understand customer's service needs; ability to effectively balance multiple priorities; ability to check with customers to ensure repair or solution meets needs; ability to develop positive relationships with internal/external customers (i.e. vendors, distributors, other technicians).</p>	<p>Ability to identify trends that impact service delivery to groups or individual customers; ability to make recommendations to improve service delivery based on customer feedback; ability to look for ways to remove barriers to optimize service delivery.</p>

**Leading Work Teams**

Ability to establish expectations and clear direction to meet goals and objectives of on-going work for a group of employees. Ability to motivate and engage employees through effective communication.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to listen to and consider the ideas of team members; ability to share relevant or important information with the team; ability to develop skills or knowledge; ability to monitor and provide feedback on employee's progress; ability to look for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job.</p>	<p>Ability to listen to and involve others in team decisions and actions; ability to encourage input from other team members; ability to value and use individual differences and talents; ability to identify barriers and resources to achieve team goals.</p>	<p>Ability to advocate and model commitment of team decision-making process; ability to integrate teamwork philosophy into planning and program development; ability to provide necessary resources and remove obstacles to help team accomplish its goals.</p>

**Human Resource Management**

Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce; ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work; ability to provide feedback; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
<p>Ability to contribute to the interview process; ability to orient new or recently promoted staff to work of unit, related policies and procedures, including safety and health; ability to provide specific ongoing feedback to employees on their performance or competency progress; ability to assess and rate employees' performance and competency development; ability to develop staff through on-the-job training, coaching and mentoring.</p> <p>Ability to monitor and encourage employee career development; ability to take appropriate corrective actions with employees; ability to provide improvement plans for employees who are not meeting expectations; ability to understand and apply appropriate HR procedures, regulations, and policies.</p>	<p>Ability to recruit staff that meet required competencies; ability to implement recruitment strategies to ensure diverse workforce; ability to ensure interview process that selects candidates based on demonstrated competencies; ability to recommend pay adjustments based on competency development; ability to work with employees to identify individual strengths and weaknesses and recommends developmental activities; ability to set specific, measurable and realistic performance and competency expectations for staff; ability to monitor and resolve performance management issues through formal and informal discussions and procedures.</p>	<p>Ability to identify staffing gaps brought about by retirement and turnover and develops strategies to address issues; ability to identify long-term goals of organization and promotes development of staff that meets current and future competency needs to meet goals; ability to make sound capital resource recommendations addressing staffing and training needs; ability to make specific salary recommendations and competency pay recommendations that fit defined pay factors; ability to approve corrective actions adhering to agency's policies and procedures; ability to participate in the development of strategic retention plans.</p>

**Safety and Health Management**

Ability to establish a culture of safety for employees and ensure that work processes are free from safety and health hazards, that employees are properly trained, and that programs are in place to ensure safety.

Contributing	Journey	Advanced
<p>Ability to understand existing, and determine applicable, safety and health procedures and ensure their proper application for work processes.</p> <p>Ability to develop in-house safety rules primarily directed towards employee safety awareness.</p> <p>Ability to train subordinates in proper safety methods.</p>	<p>Ability to assess and develop safety procedures in relation to overall agency/university safety policies.</p> <p>Ability to identify for lower level supervisors those safety matters requiring development of in-house safety rules.</p> <p>Ability to train lower level supervisors in safety and health requirements.</p>	<p>Ability to read and interpret agency/university safety policies and determine applicability.</p> <p>Ability to ensure that overall safety program objectives are met, including third party coordination (e.g., OSHA, DOL, DOI).</p> <p>Ability to take proactive steps to maximize safe operations and measures the effectiveness of action.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

High school diploma or equivalency and four years of experience in applicable Utility operations, of which one year is supervisory; or equivalent combination of training and experience. Requires certification(s).

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.