

## I. DESCRIPTION OF WORK

Positions in this banded class supervise unskilled to highly skilled trades work including but not limited to HVAC, Electrical, Plumbing, Carpentry, Masonry and Painting. Positions in this banded class may also perform skilled trades work. Supervisory tasks in this banded class ranges from single trades to the supervision of multiple trades in a physical plant operation. Positions are generally responsible for hiring, training, disciplining, and conducting performance management and competency assessments for employees. Some positions primarily supervise trades work in a specialty area while others will supervise work requiring specialized skills in multiple trades. Work supervised includes maintenance, repair, replacement, fabrication, installation, alteration, construction and design of facility components requiring the application and management of skills in planning, problem-solving, attention to detail, teamwork, communication and adherence to safety. Positions may be required to possess and maintain certification, licensure, educational level, and/or experience criteria as applicable to the tasks being performed or supervised and follow applicable building codes.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level are generally first-line supervisors over a single mechanical or building trades unit. Positions supervise single-trade Facility Maintenance Technicians performing functions related to repair and maintenance of standard building and mechanical systems. Positions schedule and review work assignments and set daily objectives for work unit based on established priorities and time frames.	Positions at this level are generally second-line supervisors over a single mechanical or building trades unit or first-line supervisors over a multiple-trades facility maintenance unit. Positions supervise other Facility Maintenance Supervisors and/or Facility Maintenance Technicians performing functions related to repair and maintenance of standard to complex building and mechanical systems. Positions set short-range maintenance objectives and prioritize activities and tasks, adjusting priorities when appropriate.	Positions at this level are generally second-line supervisors over a multiple-trades unit or may be second-line supervisors over a particularly complex single mechanical trade. Positions set mid- to long-range maintenance goals and objectives and prioritize activities and tasks; prepare alternative plans to meet changing conditions and ensure timely task accomplishment; and coordinate a wide variety of facility maintenance operational, diagnostic, and repair services.

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge - Technical</b>	Demonstrates a designated level of technical skill or knowledge 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>Project Management</b>	Ability to provide oversight for project(s) and all related activities in that setting to include quality assurance and safety; ability to coordinate and manage facilities, equipment, supplies and related resources as necessary for the project; ability to monitor environmental risks, if any and quality control. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project.
<b>Human Resources 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 supports employees in career development opportunities.
<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>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, employees are properly trained and programs are in place to ensure safety.
<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.

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**

Demonstrates a designated level of technical skill or knowledge 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.

Contributing	Journey	Advanced
<p>Journey level knowledge of at least one trade area applicable to the work supervised.</p> <p>Ability to directly perform a variety of trades-related tasks/functions. These tasks/functions may involve related or varying processes to test, renovate, overhaul, replace, and perform preventive maintenance on standard facility systems.</p> <p>Ability to provide technical assistance to others by troubleshooting standard facilities maintenance issues and determining their cause.</p> <p>Ability to mentor technicians.</p>	<p>Journey level knowledge of more than one trade or advanced knowledge in one trade applicable to area supervised.</p> <p>Ability to serve as a technical expert within the work unit. Ability to guide, direct and coach others regarding application and interpretation of technical issues.</p> <p>Ability to apply and interpret technical knowledge to resolve unique or highly complex situations. Ability to analyze and research appropriate solutions.</p> <p>Thorough and extensive understanding of programs, concepts and practices in the most complex facility maintenance trades area as well as a general understanding of one or more different trades areas.</p>	<p>Journey level knowledge in multiple trades in the areas supervised.</p> <p>Advanced technical knowledge of more than one trade area.</p>

**Project Management**

Ability to provide oversight for project(s) and all related activities in that setting to include quality assurance and safety; ability to coordinate and manage facilities, equipment, supplies and related resources as necessary for the project; ability to monitor environmental risks, if any and quality control. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project.

Contributing	Journey	Advanced
<p>Ability to oversee standard, day-to-day construction and repair activities according to established guidelines within assigned technical area.</p>	<p>Ability to oversee standard to complex construction and repair activities involving one or more trades areas.</p> <p>May require ability to make adjustments to set guidelines in order to address material needs, time frames, personnel issues, etc.</p>	<p>Ability to oversee multiple, complex construction and repair activities involving multiple trades areas.</p> <p>Ability to recommend contract variances in consultation with appropriate facilities management personnel.</p>

### Human Resources 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 supports employees in career development opportunities.

Contributing	Journey	Advanced
<p>Ability to contribute to the interview process. Ability to make sound hiring recommendations that meet required competencies. Ability to follow EEO guidelines.</p> <p>Ability to orient new or recently promoted staff to work of unit, related policies and procedures, including safety and health.</p> <p>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.</p> <p>Ability to take initial corrective actions with employees; ability to provide improvement plans for employees who are not meeting expectations.</p> <p>Ability to understand and apply appropriate HR procedures, regulations, and policies.</p>	<p>Ability to ensure an interview process that selects candidates based on demonstrated competencies.</p> <p>Ability to recommend pay adjustments based on competency development.</p> <p>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.</p> <p>Ability to monitor, document, 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 participates in the development of strategies to address issues.</p> <p>Ability to identify long-term goals of organization and promotes development of staff that meets current and future competency needs to meet goals.</p> <p>Ability to make sound capital resource recommendations addressing staffing and training needs.</p> <p>Ability to make specific salary recommendations and competency pay recommendations that fit defined pay factors.</p> <p>Ability to recommend corrective actions adhering to agency's policies and procedures.</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.

Contributing	Journey	Advanced
<p>Ability to provide day-to-day direction to team members. 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 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 progress; and ability to look for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job. Ability to consider competency level of current staff and distributes work accordingly.</p>	<p>Ability to listen and involve others in team decisions and actions.</p> <p>Ability to encourage input from other team members; ability value and use individual differences and talents; ability to identify barriers and resources to achieve team goals.</p> <p>Ability to set short-range facility maintenance objectives and prioritizes activities and tasks; ability to adjust priorities when appropriate; ability to plan for equipment needs; ability to review requests and ensure that required equipment, tools and/or materials are available; ability to use time effectively to accomplish work unit 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> <p>Ability to develop realistic timelines and milestones; ability to set mid- to long-range maintenance goals and objectives and prioritize activities and tasks; ability to prepare alternative plans to meet changing conditions and ensure timely task accomplishment.</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, employees are properly trained and programs are in place to ensure safety.

Contributing	Journey	Advanced
<p>Ability to understand existing, and determine applicable, safety and health procedures and ensures 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 applicable to trades areas supervised.</p> <p>Ability to obtain input from other supervisors for those safety matters requiring development of in-house safety rules.</p> <p>Ability to train other supervisors in safety and health requirements.</p>	<p>Ability to analyze 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 anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action.</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.</p> <p>Ability to keep detailed records to track expenditures and receipts.</p> <p>Ability to use appropriate tools to track or report work expenses.</p> <p>Ability to follow purchasing and procurement guidelines.</p> <p>Basic understanding of the organization’s budget process.</p>	<p>Ability to identify and monitor most cost-effective use of resources.</p> <p>Ability to make sound decisions on procurement of equipment/supplies.</p> <p>Ability to respond and meet requests for budget information within time frames.</p> <p>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.</p> <p>Ability to analyze fiscal/budget reports; ability to understand state and department/office budget procurement regulations.</p> <p>Ability to understand the budget process.</p> <p>Ability to provide rationale to management for budget expenditures; ability to adjust budgets as appropriate or directed.</p> <p>Ability to understand and apply financial planning strategies to develop budget.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

High school diploma or equivalency and two years of experience in trade(s) areas assigned; or equivalent combination of training and experience.

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.