

## I. DESCRIPTION OF WORK

Positions in this banded class perform a variety of tasks ranging from routine and unskilled to highly skilled in the mechanical trades including but not limited to Electrical, HVAC, Plumbing, and Welding. Positions apply methods and general procedures of applicable trades/maintenance techniques and develop skills in procedures, techniques, tools, materials and/or equipment appropriate to trade. Some positions primarily perform trades work in a specialty area while others will perform tasks requiring specialized skills in multiple trades. Tasks may include maintenance, repair, placement, fabrication, installation, alteration, construction and design of facility components requiring the application of skills in planning, problem-solving, attention to detail, teamwork, communication and adherence to safety. Positions may serve as lead technician and/or crew leader, directing the work of others. Positions may be required to possess and maintain required certification, licensure, educational level, and/or experience criteria as applicable to the tasks being performed and follow applicable building codes.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level are generally semi-skilled helpers in a particular trade area. Positions may perform more than one trade but any trade performed should be at the semi-skilled contributing level.</p>	<p>Positions at this level are generally fully functioning specialists in a particular trade area. In addition to journey level tasks, positions are expected to be able to perform all contributing-level work in the assigned trade. Positions may also perform more than one trade at either the contributing or journey level, but must perform at least one trade at the journey level.</p>	<p>Positions may not exist at this level in all single-trades areas or at every organization. The advanced level may be achieved by positions performing multiple trades at the journey level on a regular basis and/or performing a lead worker role over multiple journey-level trades areas. Lead workers generally oversee other journey-level technicians on a regular basis; ensure that journey-level technicians have sufficient resources to complete jobs; provide input into performance management and competency assessments; and make custom drawings, schematics, designs, and cost estimates. Advanced level technicians may also have other higher-level administrative responsibilities which do not necessarily require technical knowledge beyond the journey level, but may be accounted for with other competencies.</p>

**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>Problem Solving</b>	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.
<b>Attention to Detail</b>	Ability to accomplish tasks and processes accurately and completely.
<b>Coordination – Work</b>	Ability to follow instructions through a standard work process; ability to perform routine tasks; ability to check work for accuracy before completion of tasks.
<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>Safety and Health Compliance</b>	Ability to understand applicable policies and procedures and maintain conditions that ensure a healthy and safe working environment.
<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.

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>Ability to perform a limited variety of recurring and related tasks/functions using easily understood steps/processes/functions/applications to perform corrective and preventive maintenance or construction of facilities.</p> <p>Ability to provide technical assistance to others by troubleshooting simple facilities maintenance issues and determining their cause. More complex issues are typically referred to a higher level technician.</p> <p>Skilled at operating basic tools and equipment of assigned trade(s).</p>	<p>Ability to perform a variety of recurring and non-recurring tasks/functions. These tasks/functions may involve related or varying processes to test, renovate, overhaul, replace, and perform preventive maintenance on standard mechanical 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 other technicians.</p>	<p>Ability to routinely and consistently perform widely varying and broad, functionally diverse facility maintenance assignments requiring in-depth analysis and problem solving regarding the most complex, non-routine building systems, using advanced skills related to assigned trade area.</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 mechanical systems trades area as well as a general understanding of one or more different trades areas.</p>

**Problem Solving**

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Contributing	Journey	Advanced
<p>Ability to identify facilities-related maintenance problems and implement standard courses of action to resolve problems within established project timeframes and administrative and technical requirements. May involve supervisor when dealing with non-routine issues to determine most appropriate course of action.</p> <p>Ability to solve problems of limited complexity or refers to appropriate skilled technicians.</p>	<p>Ability to identify facilities-related maintenance problems that require in-depth analysis, and identify options for solving those problems.</p> <p>Ability to solve unusual facility maintenance problems that require the application of journey level trades knowledge and determines the most effective and efficient course of action.</p> <p>Ability to gather and analyze/interpret information to better understand the nature of the problem. May seek input from subordinates, peers, and/or managers in the decision-making process in order to solve the problem.</p> <p>Ability to evaluate options and choose appropriate action by considering potential outcomes.</p> <p>Ability to make sure that problem is appropriately addressed.</p>	<p>Ability to anticipate and proactively pursue facilities-related maintenance issues and/or problems.</p> <p>Ability to recognize inherent problems with procedures and practices and make suggestions for improvement.</p> <p>May require ability to include management, peers, and subordinates in the decision-making process to gain the support and acceptance of all parties.</p>

**Attention to Detail**

Ability to accomplish tasks and processes accurately and completely.

Contributing	Journey	Advanced
<p>Ability to follow instructions through standard work-orders for assigned tasks. Seeks approval of supervisor based upon complexity of task completed.</p> <p>Ability to perform routine or repetitious tasks completely and accurately.</p> <p>Ability to check work for mistakes before completion of tasks.</p> <p>Ability to compare finished work to what is expected.</p>	<p>Ability to ensure all work meets and/or exceeds applicable codes and standards.</p> <p>Ability to check and re-check work prior to, during, and after completion.</p> <p>Ability to ensure that all parts of a project/task are completed.</p> <p>Ability to use appropriate record keeping methods.</p>	<p>Ability to check and re-check work of others considering accuracy with respect to standards and codes.</p> <p>Ability to consider options and details that are not obvious.</p> <p>Ability to troubleshoot total systems.</p> <p>Ability to integrate highest quality control standards into work.</p>

**Coordination – Work**

Ability to follow instructions through a standard work process; ability to perform routine tasks; ability to check work for accuracy before completion of tasks.

Contributing	Journey	Advanced
<p>Ability to understand objectives and priorities related to activities and tasks in order to follow plans and scheduled projects.</p> <p>Ability to recognize and obtain required equipment, materials, and tools that are needed to do the job.</p> <p>Ability to accomplish tasks within established timeframes.</p> <p>Ability to understand obstacles/roadblocks, by following prescribed processes to ensure timely task accomplishment.</p>	<p>Ability to determine project/assignment by breaking them down into tasks.</p> <p>Ability to set objectives and prioritize activities and tasks; ability to adjust priorities when appropriate.</p> <p>Ability to take advantage of available resources (personnel, processes, departments, and tools) to complete work efficiently.</p> <p>Ability to anticipate obstacles/roadblocks and prepare alternative plans to ensure timely task accomplishment.</p> <p>Ability to use time effectively and not let distractions interfere with completion of the job/project.</p>	<p>Ability to identify critical and less critical activities and tasks; ability to develop timelines and milestones.</p> <p>Ability to set objectives and clearly prioritize activities and tasks; ability to adjust priorities when appropriate.</p> <p>Ability to allocate appropriate resources and time for completing own and other's work; ability to avoid scheduling conflicts.</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.

Contributing	Journey	Advanced
<p>Ability to state message in a clear and effective manner; ability to listen to others.</p> <p>Ability to ensure that information gets to the right person within the agreed upon time frames.</p> <p>Ability to use appropriate language that is easy for others to understand.</p>	<p>Ability to clarify the purpose and importance of directives, instructions, and messages; ability to present information in a clear and concise manner.</p> <p>Ability to seek input, listen, and check for mutual understanding; ability to ask for and provide clarification as needed.</p> <p>Ability to explain purpose and procedures of facilities maintenance projects in language easily understood by the customer.</p>	<p>Ability to persuade and negotiate to build rapport when establishing goals and objectives for facilities maintenance projects.</p> <p>Ability to assess and weigh the impact of the message on the organization or customer, including regulatory implications.</p> <p>Ability to advise and consult with others to ensure accuracy and appropriateness of codes, instructions, policies, procedures, rules, regulations, laws, etc., related to facilities maintenance.</p>

**Safety and Health Compliance**

Ability to understand applicable policies and procedures and maintain conditions that ensure a healthy and safe working environment.

Contributing	Journey	Advanced
<p>Ability to perform tasks and duties safely to avoid danger to self and others.</p> <p>Ability to identify and inform supervisor of potential safety problems.</p> <p>Ability to warn others of potential hazards.</p> <p>Ability to use appropriate protective equipment following established protocols.</p> <p>Ability to incorporate accident prevention and corrective measures in work related activities.</p> <p>Ability to follow appropriate post-emergency procedures.</p>	<p>Ability to identify and resolve potential safety problems and unsafe work practices.</p> <p>Ability to demonstrate to employees and others, safe ways to perform job tasks or the use of equipment.</p> <p>Ability to inform supervisor of unusual safety concerns and make recommendations for resolution.</p> <p>Ability to determine appropriate protective equipment based on established standards.</p> <p>Ability to regularly assess site and shop operations for safety.</p>	<p>Ability to regularly assess safety conditions; ability to identify, communicate, and implement accident prevention and corrective measures in work related activities.</p> <p>Ability to enforce appropriate post-emergency procedures.</p> <p>Ability to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action.</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 promptly and attentively respond to customer requests within established parameters and time frames.</p> <p>Ability to perform work in the least disruptive manner possible to customers.</p> <p>Ability to demonstrate courteous actions and follow the organization’s established protocol for customer service.</p>	<p>Ability to identify options, develop solutions, and take action when responding to customer requests.</p> <p>Ability to satisfy individual customer requests while balancing multiple priorities.</p> <p>Ability to assess or check with customer to ensure solution meets request.</p> <p>Ability to develop effective working relationships with internal/external customers (vendors, subcontractors, etc.) that further the work unit’s goals.</p> <p>Ability to review customer requests and seek clarification as needed.</p>	<p>Ability to identify and resolve trends and work issues that impact service delivery to groups or individual customers.</p> <p>Ability to make recommendations to improve service delivery based on customer feedback.</p> <p>Ability to make recommendations to streamline processes/procedures, remove barriers, and link resources for efficient and effective customer service.</p> <p>Ability to develop creative, alternative solutions to respond to complex service needs.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

High school diploma or equivalency; or demonstrated possession of the competencies necessary to perform the work. Some positions may require special licenses or certification.

*Optional Guidelines:*

Experience in the trade(s) areas related to the area of assignment may be substituted on a year-for-year basis.

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.