

## I. DESCRIPTION OF WORK

Positions in this banded class perform semi-skilled and skilled small engine, automotive, heavy equipment and/or marine mechanic work. Positions perform a wide range of progressively responsible tasks involving the service, inspection, repair, rebuild, and diagnosis of a diverse number of mechanical systems for a variety of gasoline, diesel, and alternative powered engines/equipment. Work ranges from inspection and service to highly complex mechanical systems analysis using advanced diagnostic instruments and software. Work may include conducting parts/systems failure analysis and the calibration, adjustment and operation of engine analyzers. Standard operational guidelines, shop safety procedures, vendor manuals and manufacturer publications and bulletins are normally established and positions apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations. Positions must routinely determine materials, techniques, and tools to accomplish work assignments. Work assignments vary in complexity depending on the type of mechanical system and ancillary components/equipment. Assignments are normally received in the form of written or verbal work orders, which usually indicate the general nature of the task or describe the nature of the problem. New or unusual assignments may be accompanied by more detailed instructions. Work is performed under general supervision and may be reviewed and inspected in progress or upon completion.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level perform semi-skilled and skilled small engine, automotive, heavy equipment and/or marine mechanic work. Positions perform a variety of recurring and related tasks using steps and processes that are readily understood and that are associated with less complex systems and components. Examples of work include: inspecting and replacing brake pads and shoes and replacing regulator, alternator, and belts.</p>	<p>Positions at this level perform a variety of recurring and non-recurring work that involves related or varying processes and that are associated with moderately complex systems. Positions analyze and determine various courses of action. Examples of work include: removing and replacing drums and rotors and repairing complex wiring problems and harnesses.</p>	<p>Positions at this level perform a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Positions at this level serve as a “technical expert” within the work unit and guide and coach others. Work at this level requires a thorough and extensive understanding of the most difficult and complex systems. Examples of work include: diagnosis and overhaul of complex brake systems; diagnosis of electronic control system, overhaul of alternator, and repair of wiring/computer related problems.</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. Knowledge may be acquired through academic, apprenticeship, or on-the-job training or a combination of these.
<b>Safety and Health Compliance</b>	Understanding of applicable policies and procedures and ability to maintain conditions that ensure a healthy and safe working environment.
<b>Problem Solving</b>	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.
<b>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.

Notes:

Where more than one area of technical knowledge is required, more than one Knowledge competency may be listed or specific needs may be documented in competency assessment. For example, if a job requires XXXX and ZZZZ knowledge, knowledge competency factors may include Knowledge (XXXX) and Knowledge (ZZZZ), as is demonstrated with operations and mechanical knowledge in section IV.

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. Knowledge may be acquired through academic, apprenticeship, or on-the-job training or a combination of these.

Contributing	Journey	Advanced
<p>Knowledge and ability to perform a variety of recurring and related tasks using steps and processes that are readily understood and that are associated with less complex systems and components. Examples: inspection and replacement of brake pads and shoes; replacement of regulator, alternator, and belts.</p>	<p>Knowledge and ability to perform a variety of recurring and non-recurring work that involves related or varying processes and that are associated with moderately complex systems. Understanding of both standard and non-standard work processes. Ability to analyze and determine various courses of action. Examples: removal and replacement of drums and rotors; repair of complex wiring problems and harnesses.</p>	<p>Knowledge and ability to perform a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Knowledge to serve as a “technical expert” within the work unit and ability to guide and coach others. Thorough and extensive understanding of the most difficult and complex systems. Examples: diagnosis and overhaul of complex brake systems; diagnosis of electronic control system; overhaul of alternator; repair of wiring/computer related problems.</p>

##### Safety and Health Compliance

Understanding of applicable policies and procedures and ability to maintain conditions that ensure a healthy and safe working environment.

Contributing	Journey	Advanced
<p>Ability to perform tasks safely to avoid danger to self, co-workers or the general public. Ability to identify and inform supervisor of potential safety problems. Ability to use appropriate protective equipment in a safe manner.</p>	<p>Ability to identify and resolve potential shop safety problems and unsafe work practices. Ability to show other employees safe ways to perform job tasks or use of equipment. Ability to incorporate accident prevention and corrective measures in all activities. Ability to regularly assess shop safety conditions.</p>	<p>Ability to demonstrate commitment to provide safe working environment by leading by example. Ability to follow appropriate post-emergency procedures. Ability to lead shop safety efforts and regularly communicate safety-related operational items.</p>

### Problem Solving

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

Contributing	Journey	Advanced
Ability to follow instructions or standard operating procedures for assigned tasks. Ability to ask for clarification of instructions as needed. Ability to perform routine or repetitious tasks completely and accurately. Ability to check work for mistakes prior to review. Ability to compare finished work to what is expected.	Ability to ensure non-routine, non-repetitious work meets industry service standards according to service manuals. Ability to check and recheck work prior to and after completion. Ability to seek approval of supervisor or higher-level technician upon completion of assignment. Ability to use appropriate record-keeping methods.	Ability to independently take necessary actions to ensure that industry service standards and procedures are followed when handling multiple, complex assignments. Ability to read and interpret Original Equipment Manufacturer (OEM) manuals and use diagnostic tools.

### 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
Ability to respond to customer needs within established parameters. Ability to provide prompt, attentive service. Ability to listen carefully and checks for understanding of customer needs. Ability to demonstrate courteous actions and follow the organization's established protocol for customer service.	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).	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.

### V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency; or demonstrated possession of the competencies necessary to perform the work.

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.