

VEHICLE/EQUIPMENT REPAIR TECHNICIAN SUPERVISOR

Schematic Code 17318 (30005065)

I. DESCRIPTION OF WORK

Positions in this banded class supervise of a group of mechanics, mechanics' helpers, and other semi-skilled and skilled trades personnel that perform small engine, automotive, heavy equipment, and/or marine mechanic work. Supervision ranges from small repair shops to managerial responsibility for the replacement, repair, and service of a large vehicle/equipment fleet. Positions in this class are usually responsible for determining the type and extent of repair work to be completed and scheduling vehicles/equipment for service/repair. Work also includes establishing general time limits for maintenance or repair work; making repair assignments; and determining the extent of any additional repair work to be done. Positions may instruct other supervisors and technicians in difficult repair assignments; inspect work upon completion to determine that necessary repairs have been made and that vehicles and/or equipment are in proper operating condition; prepare work reports on maintenance/repair work done; submit requisitions for needed materials; purchase emergency supplies as needed in order to make necessary repairs; and maintain or supervise the maintenance of stock records. Positions analyze operating cost records and prepare reports. Work is performed in accordance with established practices and departmental procedures and policies, and evaluated through operational efficiency and effectiveness. Work is also subject to review through occasional inspections of repaired vehicles/equipment and various work reports.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level supervise vehicle/equipment repair technicians, mechanics' helpers, and other semi-skilled and skilled trades personnel in functions related to repair and maintenance of vehicles or equipment. Positions at this level may function in a "working supervisor" capacity. Positions 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 Journey and Advanced levels by the relative size and complexity of shop operations.	Positions at this level supervise other vehicle/equipment repair supervisors and/or technicians, mechanics' helpers, and other semi-skilled and skilled trades personnel in functions related to repair and maintenance of vehicles or equipment. Positions set short-range maintenance objectives and prioritize activities and tasks, and adjust priorities when appropriate. Positions coordinate a limited variety of vehicle/equipment operational, diagnostic, and repair services. Positions 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.	Positions at this level manage the acquisition, replacement, repair, and service of a vehicle/equipment fleet. Positions at this level plan, organize, and direct service operations that may be statewide in nature or division/agency based. 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 vehicle/equipment operational, diagnostic, and repair services. Positions provide rationale to management for budget expenditures; adjust budgets as appropriate or directed; and understand and apply financial planning strategies to develop budget.

III. COMPETENCIES

Competency	Definition
Planning and Organizing Work	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. At the advanced level, ability to conduct strategic planning to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.
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.
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.
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.
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.
Leading Work Teams	Ability to establish expectations and clear direction and expectations to meet goals and objectives of on-going work for a group of employees. Ability to motivate and engage employees through effective communication.
Human Resource Management	Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees. Ability 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 and technical supervision. Ability to develop knowledge, skills, and abilities of employees. Ability to plan for and support employees in career development opportunities.
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.

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

Planning and Organizing Work

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. At the advanced level, ability to conduct strategic planning to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

Contributing	Journey	Advanced
<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.</p> <p>Ability to plans for equipment needs. Ability to review requests and ensure that required equipment, tools and/or materials are available.</p> <p>Ability to uses time effectively to accomplish work unit goals. Ability to consider competency level of current staff and distribute 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 prioritize activities and tasks.</p> <p>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>

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>Ability to perform and oversee 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>Ability to understand both standard and non-standard work processes. 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 systems. 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>Ability to perform and oversee a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Ability to serve as a “technical expert” within the work unit and 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>

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. Ability to analyze fiscal/budget reports. 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 and explain or justify budget requests.</p>	<p>Ability to consider the business needs of the organization when requesting state or federal funds. Understanding of the budget process. 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>

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 give verbal instructions in a clear manner. Ability to listen to others and 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, and ask for clarification if needed.</p>	<p>Ability to use an effective and approachable style that engages others and builds credibility. Ability to adjust communication style for different audiences. Ability to clearly explain information that is not readily understood. Ability to assess and weigh the impact of the message on the organization or customer including legal/regulatory implications.</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 and expectations 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 listen 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 and look for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job.</p>	<p>Ability to listen and involve others in team decisions and actions. Ability to encourage input from other team members. Ability to 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. Ability 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 and 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 the unit, the work, and the 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 performance and competency development. Ability to develop staff through on-the-job training, coaching, and mentoring. 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 possess required competencies. Ability to implement recruitment strategies to ensure diverse workforce. Ability to ensure interview process that selects candidates based on demonstrated competencies.</p> <p>Ability to recommend pay adjustments based on competency development. Ability to work with employees to identify individual strengths and weaknesses and recommend 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 develop strategies to address issues. Ability to identify long-term goals of organization and promote 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. Ability to participate in the development of strategic retention plans.</p> <p>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.</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
Ability to understand and determine applicability of existing safety and health procedures and ensure their proper application for work processes. Ability to develop in-house safety rules primarily directed towards employee safety awareness. Ability to train subordinates in proper safety methods.	Ability to assess and develop safety procedures in relation to overall agency/university safety policies. Ability to identify those safety matters requiring development of in-house safety rules. Ability to train lower level supervisors in safety and health requirements.	Ability to read and interpret agency/university safety policies and determine their applicability. Ability to ensure that overall safety program objectives are met, including third party coordination (e.g., OSHA, DOL, DOI). Ability to take proactive steps to maximize safe operations and measure the effectiveness of action.

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency and two years of experience in automotive or heavy equipment maintenance; 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.