

## FACILITY MAINTENANCE SUPERVISOR COMPETENCY PROFILE

### Description of Work:

The Facility Maintenance Supervisor concept provides career tracks for the supervision of 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.

<b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL</b>		
<b>CONTRIBUTING</b>	<b>JOURNEY</b>	<b>ADVANCED</b>
Facility Maintenance Supervisors 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.	Facility Maintenance Supervisors 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.	Facility Maintenance Supervisors 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.

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<b>Competency</b>	<b>Definition</b>
<b>Knowledge - Technical</b>	Demonstrates a designated level of technical skill or knowledge in a specific technical area(s) and keeps 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. NOTE: 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 profile. For example, if a job requires XXXX and ZZZZ knowledge, knowledge competency factors may include Knowledge (XXXX) and Knowledge (ZZZZ).
<b>Project Management</b>	1) Provides oversight for project(s) and all related activities in that setting to include quality assurance and safety; coordinates and manages facilities, equipment, supplies and related resources as necessary for the project; monitors environmental risks, if any and quality control; 2) establishes a set of tasks and activities associated with an intended outcome and timeline; 3) ensures actions are performed and/or implemented to achieve the results of the project.
<b>Human Resources Management</b>	Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures. Observes and assesses work; provides feedback; may provide technical supervision; develops knowledge, skills, and abilities of employees; plans for and supports employees in career development opportunities.
<b>Leading Work Teams</b>	Establishes expectations and clear direction and expectations to meet goals and objectives of on-going work for a group of employees. Motivates and engages employees through effective communication.
<b>Safety and Health Management</b>	Establishes a culture of safety for employees and ensures that work processes are free from safety and health hazards, that employees are properly trained, and that programs are in place to ensure safety.
<b>Financial Management - Budget</b>	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

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<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Knowledge – Technical</b>	Possesses a journey level knowledge of at least one trade area applicable to the work supervised. Directly performs 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. Provides technical assistance to others by troubleshooting standard facilities maintenance issues and determining their cause. Mentors technicians.	Possesses journey level knowledge of more than one trade or advanced knowledge in one trade applicable to area supervised. Serves as a technical expert within the work unit. Guides, directs and coaches others regarding application and interpretation of technical issues. Applies and interprets technical knowledge to resolve unique or highly complex situations. Analyzes and researches appropriate solutions. Has a 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.	Possesses journey level knowledge in multiple trades in the areas supervised. Possesses advanced technical knowledge of more than one trade area.

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<b>Project Management</b>	Oversees standard, day-to-day construction and repair activities according to established guidelines within assigned technical area.	Oversees standard to complex construction and repair activities involving one or more trades areas. May make adjustments to set guidelines in order to address material needs, time frames, personnel issues, etc.	Oversees multiple, complex construction and repair activities involving multiple trades areas. Recommends contract variances in consultation with appropriate facilities management personnel.
<b>Human Resources Management</b>	Contributes to the interview process. Makes sound hiring recommendations that meet required competencies. Follows EEO guidelines. Orients new or recently promoted staff to work of unit, related policies and procedures, including safety and health. Provides specific ongoing feedback to employees on their performance or competency progress; assesses and rates employees' performance and competency development; develops staff through on-the-job training, coaching and mentoring. Monitors and encourages employee career development. Takes initial corrective actions with employees; provides improvement plans for employees who are not meeting expectations. Understands and applies appropriate HR procedures, regulations, and policies.	Ensures interview process that selects candidates based on demonstrated competencies; recommends pay adjustments based on competency development; works with employees to identify individual strengths and weaknesses and recommends developmental activities; sets specific, measurable and realistic performance and competency expectations for staff. Monitors, documents, and resolves performance management issues through formal and informal discussions and procedures.	Identifies staffing gaps brought about by retirement and turnover and participates in the development of strategies to address issues. Identifies long-term goals of organization and promotes development of staff that meets current and future competency needs to meet goals. Makes sound capital resource recommendations addressing staffing and training needs. Makes specific salary recommendations and competency pay recommendations that fit defined pay factors. Recommends corrective actions adhering to agency's policies and procedures.

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<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Leading Work Teams</b>	Provides day-to-day direction to team members. Sets daily objectives for work unit based on established priorities and time frames. Recognizes and requests equipment and/or materials that are needed to do the job. Listens to and considers the ideas of team members; shares relevant or important information with the team; develops skills or knowledge; monitors and provides feedback on employee progress; and looks for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job. Considers competency level of current staff and distributes work accordingly.	Listens and involves others in team decisions and actions. Encourages input from other team members; values and uses individual differences and talents; identifies barriers and resources to achieve team goals. Sets short-range facility maintenance objectives and prioritizes activities and tasks; adjusts priorities when appropriate; plans for equipment needs; reviews requests and ensures that required equipment, tools and/or materials are available; uses time effectively to accomplish work unit goals.	Advocates and models commitment of team decision-making process; integrates teamwork philosophy into planning and program development; provides necessary resources and removes obstacles to help team accomplish its goals. Develops realistic timelines and milestones; sets mid- to long-range maintenance goals and objectives and prioritizes activities and tasks; prepares alternative plans to meet changing conditions and ensure timely task accomplishment.
<b>Safety and Health Management</b>	Ability to understand existing, and determine applicable, safety and health procedures and ensures 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 applicable to trades areas supervised. Ability to obtain input from other supervisors for those safety matters requiring development of in-house safety rules. Ability to train other supervisors in safety and health requirements.	Ability to analyze and interpret agency/university safety policies and determine applicability. Ensures that overall safety program objectives are met, including third party coordination (e.g., OSHA, DOL, DOI). Ability to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action.

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<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Financial Management</b>	Follows budget guidelines and stays within budget. Keeps detailed records to track expenditures and receipts. Uses appropriate tools to track or report work expenses. Follows purchasing and procurement guidelines. Demonstrates a basic understanding of the organization's budget process.	Identifies and monitors most cost- effective use of resources. Makes sound decisions on procurement of equipment/supplies. Responds and meets requests for budget information within time frames. Communicates budget allocations to staff; explains or justifies budget requests.	Considers the business needs of the organization when requesting state or federal funds. Analyzes fiscal/budget reports; demonstrates an understanding of state and department/office budget procurement regulations. Demonstrates an understanding of the budget process. Provides rationale to management for budget expenditures; adjusts budgets as appropriate or directed. Understands and applies financial planning strategies to develop budget.