

VEHICLE/EQUIPMENT REPAIR TECHNICIAN SUPERVISOR COMPETENCY PROFILE

Description of Work:

Work in this class involves the supervision 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. Employees in this class are normally 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. Employees 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. Employees 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.

| ROLE DESCRIPTIONS BY COMPETENCY LEVEL | | |
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| CONTRIBUTING | JOURNEY | ADVANCED |
| Supervises 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. Employees at this level may function in a "working supervisor" capacity. Schedules and reviews work assignments, sets daily objectives for work unit based on established priorities and time frames, determines the priority and extent of repair work to be completed. Work is differentiated from the other supervisory competency levels by the relative size and complexity of shop operations. | Supervises 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. Sets short-range maintenance objectives and prioritizes activities and tasks, and adjusts priorities when appropriate. Coordinates a limited variety of vehicle/equipment operational, diagnostic, and repair services. Analyzes fiscal/budget reports; makes decisions on procurement of equipment/supplies; responds and meets requests for budget information within time frames; and explains or justifies budget requests. Prepares work reports, submits requisitions for needed materials; and purchase emergency supplies. | Manages the acquisition, replacement, repair and service of vehicle/equipment fleet. Plans, organizes and directs service operations that may be statewide in nature or division/agency based. 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; coordinates a wide variety of vehicle/equipment operational, diagnostic, and repair services. Provides rationale to management for budget expenditures; adjusts budgets as appropriate or directed; understands and applies financial planning strategies to develop budget. |

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| Competency | Definition |
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| Planning and Organizing Work | Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. Advanced planning is more of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals. |
| Knowledge – Technical | 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). |
| Financial Management - Budget | Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports. |
| Communication | Communicates information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Clearly and concisely conveys written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Listens and responds appropriately to others. |
| Client/Customer Service | Develops and maintains 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 | 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. |
| Human Resource Management | 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. |
| Safety and Health Management | 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. |

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| Competency | Contributing | Journey | Advanced |
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| Planning and Organizing Work | 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. | Sets short-range 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; considers competency level of current staff and distributes work accordingly; coordinates a limited variety of vehicle/equipment operational, diagnostic, and repair services. | 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; coordinates a wide variety of vehicle/equipment operational, diagnostic, and repair services. |
| Knowledge - Technical | 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: inspects and replaces brake pads and shoes; replaces regulator, alternator, belts. | Understands 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. Analyzes and determines various courses of action. Examples: removes and replaces drums and rotors; repairs complex wiring problems and harnesses. | Ability to perform and oversee a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Serves as a “technical expert” within the work unit and guides and coaches others. Demonstrates a thorough and extensive understanding of the most difficult and complex systems. Examples: diagnoses and overhauls complex brake systems; diagnoses electronic control system, overhauls alternator, repairs wiring/computer related problems. |

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| Competency | Contributing | Journey | Advanced |
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| Financial Management - Budget | 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. | Identifies and monitors most cost-effective use of resources. Analyzes fiscal/budget reports; demonstrates an understanding of state and department/office budget procurement regulations; 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; 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. |
| Communication | Gives verbal instructions in a clear manner; listens to others; ensures that information gets to the right person within agreed upon time frames. | Explains standard operating procedures in easily understood language; seeks input, listens and checks for mutual understanding; asks for clarification if needed. | Uses an effective and approachable style that engages others and builds credibility. Adjusts communication style for different audiences; clearly explains information that is not readily understood. Assesses and weighs the impact of the message on the organization or customer including legal/regulatory implications. |

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| Client/Customer Service | Responds to customer needs within established parameters; provides prompt, attentive service; listens carefully and checks for understanding of customer needs; demonstrates courteous actions and follows the organization's established protocol for customer service. | Anticipates, identifies and understands customer's service needs; effectively balances multiple priorities; checks with customers to ensure repair or solution meets needs; develops positive relationships with internal/external customers (i.e. vendors, distributors, other technicians). | Identifies trends that impact service delivery to groups or individual customers; makes recommendations to improve service delivery based on customer feedback; looks for ways to remove barriers to optimize service delivery. |
| Leading Work Teams | Listens and considers the ideas of team members; shares relevant or important information with the team; develop skills or knowledge; monitors and provides feedback on employee's progress; and looks for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job. | 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. | 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. |

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| <p>Human Resource Management</p> | <p>Contributes to the interview process; 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 appropriate corrective actions with employees; provides improvement plans for employees who are not meeting expectations; understands and applies appropriate HR procedures, regulations, and policies.</p> | <p>Recruits staff that meet required competencies; implements recruitment strategies to ensure diverse workforce; 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 and resolves performance management issues through formal and informal discussions and procedures.</p> | <p>Identifies staffing gaps brought about by retirement and turnover and develops 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; approves corrective actions adhering to agency's policies and procedures; participates in the development of strategic retention plans.</p> |
| <p>Safety and Health Management</p> | <p>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.</p> | <p>Ability to assess and develop safety procedures in relation to overall agency/university safety policies. Ability to identify for lower level supervisors those safety matters requiring development of in-house safety rules. Ability to train lower level supervisors in safety and health requirements.</p> | <p>Ability to read 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 take proactive steps to maximize safe operations and measures the effectiveness of action.</p> |