

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p><b>Knowledge—</b> <b>Technical:</b> <i>Achieves a satisfactory 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.</i></p>	<p>Implements the use of new tools, products, processes and/or machinery within narrowly defined parameters to facilitate an efficient and effective environmental services program.</p>	<p>Researches and implements the use of new tools, products, processes and/or machinery within the broad scope of a program to facilitate an efficient and effective environmental services program.</p>	<p>Incorporates new products and methodologies into the program.</p>
<p><b>Customer Service:</b> <i>Knows mission of the organization, and how own work activities impact clients and the organization. Understands and responds to needs of a variety of clients. Knows the role of clients in the work environment.</i></p>	<p>Respectfully identifies, listens, and responds to customer needs (in order of priority) in assigned work areas. Involves customers in awareness of their impact on cost of services through regular communication with customers.</p>	<p>Recognizes potential problems in service; addresses and resolves in a timely manner. Determines feasibility of customer requests and forwards requests to management for approval.</p>	<p>Anticipates customer needs, resolves promptly and addresses. Represents the work area when needed to customers on matters of concern. Communicates with upper management for program needs.</p>
<p><b>Planning and Organizing Work:</b> <i>Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. At</i></p>	<p>Plans daily or weekly work to meet established objectives.</p>	<p>Modifies methods, procedures, workflow and assignments to respond to fluctuating priorities, methodologies and/or staff capabilities.</p>	<p>Establishes and implements goals. Determines needs and plans for use of staff, space, equipment, other resources. Makes significant changes in organizational structures, methods, procedures, other resources and allocation of manpower to maintain ongoing work while adapting to changing goals and missions.</p>

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<i>the advanced level, planning is of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.</i>			
<b>Budgeting:</b> <i>Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.</i>	Operates within assigned budget. Recommends and provides justification for major needed expenditures.	Evaluates budget needs and recommends priorities. Makes routine fund transfers and recommend decisions for significant fund transfers.	Formulates final budget proposals, justifies to higher authorities. Ensures execution of budget in compliance with fiscal policies and executes procedures for standard purchases.
<b>Training:</b> <i>Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.</i>	Assesses and provides accurate training to team members enduring basic knowledge and skills.	Oversees the process of determining training needs and skill in providing training necessary to give employees the in-depth competencies, knowledge, skills and abilities to perform all assigned tasks and to develop/advance careers.	Establishes and approves training programs to facilitate organizational growth and development.
<b>Managing Work and Performance:</b> <i>Establishes work rules and acceptable levels of quality and quantity of work; reviews work and measures performance of others, and develops individuals' competencies.</i>	N/A	Participates in establishing rules, standards, guidelines, policies governing quality and quantity of work.	Develops and gives final approval of rules, standards, guidelines, policies, governing the quality and quantity of work.

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<p><b>Human Resources Management:</b> <i>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.</i></p>	<p>Resolves problems and complaints Recommends initial disciplinary action. Participates with considerable influence in recruitment and selection process. Ensures benefits information is shared. Participates in performance appraisal, classification, compensation and salary administration issues.</p>	<p>Resolves and recommends formal or informal disciplinary/grievance actions up to and including dismissal. Decides on staffing, appointments, promotions, reassignments, et cetera.</p>	<p>Develops internal polices and grievance procedures. Takes action on dismissal/grievance recommendations. Exercises delegated authority for all personnel administration actions in conjunction with HR.</p>
<p><b>Interpersonal Skills:</b> <i>Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</i></p>	<p>Demonstrates leadership skills.</p>	<p>Demonstrates leadership skills in problem resolution.</p>	<p>Demonstrates leadership skills in communicating with upper management.</p>
<p><b>Communication:</b> <i>Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures) or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.</i></p>	<p>Facilitates communication among the work group in a manner that helps accomplish daily work goals. Serves as accessible point of contact with customers on comments and discussions about quality and timeliness of work group accomplishments and requested changes in process or outputs.</p>	<p>Communicates with other managers in the agency to present the mission and goals of the work area and to promote quality and service. Encourages improved communication skills among subordinates to include communication to improve teamwork and sensitivity to customer needs.</p>	<p>Provides communications leadership agency wide and in a broader professional arena to develop improved means of communication among employees and with customers/clients.</p>

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<p><b><i>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.</i></b></p>	<p>Understands safety regulations and promotes a safe work place. Takes the actions necessary to correct any identified safety deficiencies, within the timeframe provided.</p>	<p>Understands agency and industry regulations governing safety and provides each employee with the tools, equipment, knowledge, and training to perform his/her duties in a manner free of recognized hazards that could cause injury or occupational illness. Prevents recurrence of actual occupational injuries, illnesses, and similar events through investigation, research, and corrective action.</p>	<p>Incorporate the requirements of Safety and Health policies and procedures into the mission, practices, and everyday work activities of their work unit. Works with Agency management to improve the overall safety atmosphere of the workplace for all employees and customers/clients.</p>