

<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>Recommends alternative solutions or takes actions to solve minor problems encountered in the work.</p>	<p>Advises staff of specialized maintenance techniques and processes for use in unusual situations or problems. Seeks out knowledge of improved products or methods and passes that information to team.</p>	<p>Recommends the use of new tools, products, processes and/or equipment to facilitate an efficient and effective environmental services 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, addresses and resolves. Represents the work area as needed on matters of concern. Makes recommendations to management concerning costs, labor and time frame of proposed projects. Assesses/critiques processes to determine need for procedural changes. Meets with customers on a regular basis to ensure customer satisfaction.</p>

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<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 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></p>	<p>Assigns and monitors daily work, giving instructions to employees. Monitors work of staff, closely and ongoing, to assess and problem solve.</p>	<p>Plans daily or weekly work to meet established objectives. Assesses the needs of the unit and recommends minor changes in procedures, workflow and manpower assignments. Reviews work of staff upon completion to assess and problem solve. Seeks input from others in making and implementing changes in work processes that help employees perform the job better and serve customer needs.</p>	<p>Plans work operations; performs inspections and implements changes in procedures, workflow and manpower assignments; establishes priorities through regular staff meetings and sets deadlines. Develop plans, organizational structures, and systems to fulfill organizational goals. Reviews accomplishments to ensure program missions and goals are being met. Makes final review for the most difficult, controversial or sensitive work in order to assess and problem solve.</p>
<p><b>Budgeting:</b> <i>Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.</i></p>	<p>Provides input to budget, controls and monitors expenditures and usage, justifies major items, provides accurate and complete estimates, maintains accurate and complete documents.</p>	<p>Provides input and administers budget controls, monitors expenditures and usage, justifies major items, provides accurate and complete estimates, maintains accurate and complete documents.</p>	<p>Operates within assigned budget.</p>
<p><b>Training:</b> <i>Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.</i></p>	<p>Models work job duties for employees.</p>	<p>Ensures on-the-job training. Encourages employees to learn improved skills and helps them overcome deficiencies through training.</p>	<p>Develops training programs. Determines training needs and provides training to employees. Ensures employees have tools, resources and knowledge to comply with institutional expectations.</p>

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<p><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></p>	<p>Explains and applies work rules, standards and guidelines</p>	<p>Ensures adherence to work standards and total quality standards.                      Recommends changes to work standards</p>	<p>Provides management support to ensure adherence to work rules, standards and guidelines.                      Implements adjustments or changes to work rules, standards and guidelines.</p>
<p><b>Managing Work Processes:</b> <i>Measures and evaluates work processes, services and products to achieve organizational goals. Redesigns as needed using best methods and technology to meet or exceed business needs. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.</i></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p><b>Human Resources Management:</b>  <i>Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce;</i></p>	<p>Identifies problems and offers possible solutions to appropriate authority.</p> <p>Provides proper administration of the performance management, policy interpretation, recruitment and selection, benefits, compensation,</p>	<p>Resolves problems and complaints in a professional manner to appropriate authority.</p> <p>Provides proper administration of the performance management, policy interpretation, recruitment and selection, benefits, compensation, training, employee</p>	<p>Recommends and implements with management approval resolutions for disciplinary/grievance issues.</p> <p>Provides proper administration of the performance management, policy interpretation, recruitment and selection, benefits, compensation,</p>

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<b><i>administers and ensures compliance with human resources policies and procedures.</i></b>	training, employee relations processes.	relations processes.	training, employee relations processes.
<b><i>Interpersonal Skills: Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</i></b>	Communicates in a professional manner. Consistently displays a professional and positive behavior towards employees, customers, team members and work performance.	Provides motivation and initiative towards work and encourages employees. Consistently displays a professional and positive behavior towards employees, customers, team members and work performance.	Acts as liaison to management. Consistently displays a professional and positive behavior towards employees, customers, team members and work performance.
<b><i>Communication: 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></b>	Listens to instructions, asks necessary questions to complete tasks.	Facilitates communication among the work group in a manner that helps accomplish daily work goals. Serves as accessible point of contact with customers about quality and timeliness of work group accomplishments and requested changes in process or outputs.	Leads by example in overcoming communication problems in the work area. Communicates well with employees and customers.
<b><i>Safety and Health Compliance: Demonstrates an understanding of and maintains conditions that ensure a healthy</i></b>	Conducts training, ensures Safe operation of equipment and application of chemicals	Identifies and corrects potential conditions that affect employee safety; promote safety standards.	Discusses safety concerns with others and makes recommendations through proper channels for resolution.

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<b><i>and safe working environment.</i></b>			