

<i>Functional</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
<p>Knowledge—Technical: 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.</p>	<p><u>Grounds, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Performs basic grounds maintenance duties, litter control, trimming, snow removal, leaf removal, storm clean up, stock, stock materials and shop clean up. Operates and maintains basic grounds equipment in the process of maintaining turf, trees, shrub and flower beds, natural areas, streets, drives and catch basins after receiving required training.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Assists in utility digs and irrigation line repairs.</p> <p>Applies pesticides in limited areas after in-house training with direct supervision.</p> <p>Assists in set up for special events.</p> <p>Assists in all aspects of landscape plantings.</p>	<p><u>Grounds, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Performs more advanced grounds operations including aerating, over seeding, mowing and fertilizing with tractors and other specialized equipment. Recognizes grounds maintenance needs and communicates to lead person or supervisor. Expands areas assigned as needed by work presented. May include limited supervision.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Performs simple digs and irrigation repairs after completing training.</p> <p>Attains pesticide applicators license and maintains required pesticide usage records.</p> <p>Performs individual portions of event setup.</p> <p>Demonstrates knowledge of landscape plant identification and maintenance through the seasons.</p>	<p><u>Grounds, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Coordinates quality and direction of work as lead person. Recognizes grounds maintenance needs. Coordinates and schedules grounds maintenance work.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Coordinates utility digs and irrigation repairs.</p> <p>Applies/recommends all types of pesticides usages.</p> <p>Coordinates moves and setups for events and activities.</p> <p>Coordinates design, acquisition of material (plants and planting, mulch, seed, fertilizer, etc.).</p>

<i>Functional</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
	<p><u>Housekeeping, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Performs basic cleaning such as sweeping, mopping, scrubbing, dusting, disinfecting, vacuuming, etc., to keep working areas in a clean and orderly condition. Operates and maintains basic equipment in the performance of housekeeping duties to include motor scrubber, vacuum cleaner, backpack carpet extractor/cleaner, mondo vap, etc.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Removes and properly disposes of recyclables including: office paper; cans; bottles, co-mingled and cardboard according to color coding chart.</p> <p>Cleans and sanitizes on a daily basis all fixtures, showers, floors, exterior of dispensers' door push and kick plates, restroom receptacles, partitioners and rails.</p> <p>Monitors stairwells, entrance areas and common areas for cleanliness. Dust mop and damp mop as needed.</p>	<p><u>Housekeeping, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Performs advanced operations of equipments such as using restorers, buffers, auto scrubbers, burnishers, ready space machines for maintaining floors, removing and reapplying finish, spot cleaning, extracting carpet, etc.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Removes and properly disposes of recyclables including: office paper; cans; bottles; co-mingled and cardboard according to color coding chart.</p> <p>Cleans and sanitizes on a daily basis all fixtures, showers, floors, exterior of dispensers' door push and kick plates, restroom receptacles, partitioners and rails.</p> <p>Monitors stairwells, entrance areas and common areas for cleanliness. Dust mop and damp mop as needed.</p>	<p><u>Housekeeping, General Utility Workers or Laborers</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Properly prepares for floor projects by assessing the overall requirements of the project and acquiring the needed chemicals, supplies and equipment.</p> <p style="text-align: center;"><u>Subcompetency</u></p> <p>Coordinates with the Recycling Department to ensure proper procedures are followed.</p> <p>Daily cleans and sanitizes all fixtures, showers, floors, exterior of dispensers' door push and kick plates, restroom receptacles, partitioners and rails. Cleans floor drains and sink drains daily using chemicals restricted to Supervisors only.</p> <p>Monitors stairwells, entrance areas and common areas for cleanliness. Dust mop and damp mop as needed.</p>

<i>Functional</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
	<p>Vacuums carpets in common areas and entrance mats as needed.</p> <p>Regularly checks for and cleans wall spots. Performs high and low dusting.</p> <p>Cleans hallway trash and recyclables receptacles.</p> <p><u>Locker Room Attendants</u></p> <p style="text-align: center;"><u>Competency</u></p> <p>Recognizes and follows dispenser directions to properly mix cleaning chemicals.</p> <p>Operates standard commercial laundry machines or services equipment to keep machines functioning properly and efficiently.</p> <p>Maintains an inventory of cleaning materials, supplies and equipment to ensure appropriate levels needed to perform work.</p>	<p>Vacuums carpets in common areas and entrance mats as needed.</p> <p>Regularly checks for and cleans wall spots. Performs high and low dusting.</p> <p>Cleans hallway trash and recyclables receptacles.</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>Vacuums carpets in common areas and entrance mats as needed.</p> <p>Regularly checks for and cleans wall spots. Performs high and low dusting.</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>

<i>Functional</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
<p><i>Interpersonal Skills:</i> <i>Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</i></p>	<p>Communicates with fellow workers in a clear and concise manner that allows work to be completed.</p> <p>Communicates with management to obtain understanding of the organization's objectives.</p> <p>Demonstrates personal accountability for completion of required tasks assuring quality results.</p> <p>N/A</p>	<p>Develops and maintains effective working relationships with others in order to encourage and support communication and teamwork.</p> <p>Communicates with management to obtain understanding of the organization mission and objectives.</p> <p>Demonstrates personal accountability for completion of required tasks assuring quality results.</p> <p>Demonstrates an understanding of one's role within the organization and displays a positive and professional behavior.</p>	<p>Crosses work units when problem solving as directed or as needed.</p> <p>Initiates the ability to determine and share ways to improve the team's operating procedures. Contributes to the understanding of how work area and organization fit into the larger university process.</p> <p>Demonstrates personal accountability for completion of required tasks assuring quality results.</p> <p>Consistently shares expertise and knowledge with members of the organization/area.</p>
<p><i>Customer Service:</i> <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.</p> <p>Builds and sustains productive customer relationships.</p> <p>Makes customers and their needs a primary focus of one's actions.</p> <p>Demonstrates ability to adapt schedule to customers' needs.</p>	<p>Recognizes potential problems in service; addresses and resolves in a timely manner.</p> <p>Builds trust by forging strong relationships and being instrumental in meeting customers' service needs.</p> <p>Recognizes customer's unique service needs and understands expectations.</p> <p>Demonstrates ability to recognize need for schedule changes.</p>	<p>Anticipates customer needs, addresses and resolves. Represents the work area as needed on matters of concern.</p> <p>Monitors the process to ensure customers are well satisfied.</p> <p>Identifies special needs and exceptions to norm; and determines appropriate action.</p> <p>Demonstrates ability to make recommendations resulting in</p>

Functional	Contributing	Journey	Advanced
			improved processes, lowered costs, etc.
<p>Communication: <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>Listens to instructions, asks necessary questions to complete tasks.</p> <p>Confirms understanding of question/problem.</p> <p>Consistently demonstrates the ability to effectively express thoughts, ideas and information (verbal and non-verbal) concerning routine work issues.</p>	<p>Listens to co-workers/customers questions in order to accomplish task and offer resolution. Selects appropriate person or written source to get answers.</p> <p>Provides background information of problem; identifies causes of the problem; offers resolution.</p> <p>Consistently demonstrates the ability to effectively express thoughts, ideas and information (verbal and non-verbal) concerning non-routine work issues.</p>	<p>Leads by example in overcoming communication problems in the work area.</p> <p>Provides input into prevention of problem in future.</p> <p>Consistently demonstrates the ability to effectively express thoughts, ideas and information (verbal and non-verbal) concerning complex work issues.</p>
<p>Safety and Health Compliance: <i>Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment.</i></p>	<p>Understands appropriate action to correct hazards.</p> <p>Attends training and receives proper information pertaining to the use of PPE, equipment, safety and/or emergency procedures, and accident reporting.</p> <p>Reports accidents appropriately or in a timely manner.</p> <p>Reads MSDS and original labels before applying or mixing</p>	<p>Takes action to correct hazards.</p> <p>Uses and identifies personal protective and safety equipment when appropriate and/or required.</p> <p>Identifies and corrects conditions that affect employee safety; upholding safety standards.</p> <p>Reads MSDS and original labels before applying or mixing chemicals. Insures</p>	<p>Inspects work areas and corrects potential hazards.</p> <p>Conducts training and safe operation of equipment and pesticides.</p> <p>Identifies and corrects potential conditions that affect employee safety; promote safety standards.</p> <p>Reads MSDS and original labels before applying or mixing</p>

<i>Functional</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
	<p>chemicals. Insures chemicals are labeled and environmentally safe are receiving close supervision.</p> <p>Reads safety manual prior to entering areas that should be avoided.</p> <p>Reads appropriate owner's manual as it relates to equipment and is aware of proper safe operation and standards. Insures equipment is properly maintained.</p> <p>Contacts appropriate personnel (supervisor and lead person) when needed. Reports injuries, illnesses or unsafe acts or conditions.</p>	<p>chemicals are labeled and environmentally safe receiving minimal supervision.</p> <p>Takes active role in promoting and talking about health and safety issues.</p> <p>Properly operates/uses equipment in a safe manner with minimal supervision.</p> <p>Actively notifies supervisor and lead person of safety concerns; assists co-workers in safety and health issues, and makes recommendations for resolution.</p>	<p>chemicals. Independently insures chemicals are labeled and are environmentally safe.</p> <p>Discusses safety violations with co-workers who are careless and endangering themselves and/or others.</p> <p>N/A</p> <p>Notifies supervisor of safety concerns and make recommendations for resolution.</p>