

**VEHICLE/EQUIPMENT OPERATOR
COMPETENCY PROFILE**

Description of Work:

Work in this class involves the operation of vehicles and/or equipment in support of State agencies and universities. Employees may operate a variety of vehicles/equipment in the performance of daily tasks, or may specialize in the operation of specific types of vehicles/equipment. Program areas supported may include but are not limited to public transportation, grounds maintenance, transportation of juvenile offenders, solid waste hauling, mail transport, cargo transport, forest fire fighting, reforestation, and hydrogeological drilling. Employees may supervise temporaries or court-secured individuals in the performance of tasks.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Positions at the Contributing level generally operate standard vehicles and/or equipment in the performance of recurring tasks with established parameters and limited variety. Examples of vehicles and/or equipment operated at the Contributing level may include but are not limited to: car, van, delivery truck, bus, tractor, mower, and various grounds maintenance equipment. Responsible for the safe, efficient, and timely delivery of passengers or cargo.	Positions at the Journey level generally operate more specialized vehicles and/or equipment in the performance of recurring tasks with limited variety and established parameters. Examples of vehicles and/or equipment operated at the Journey level may include but are not limited to: tractor trailer, bulldozer, backhoe, hydrogeological drilling equipment. Also at this level positions may operate standard vehicles and/or equipment (as noted at the Contributing level) in combination with considerable independence and variation in assignments, requiring a good understanding of organizational objectives.	Positions at the Advanced level generally operate complex, highly specialized vehicles and/or equipment in the performance of recurring tasks with limited variety. Examples of vehicles and/or equipment operated at the Advanced level may include but are not limited to: dredge equipment, hydrocrane, tugboat. Also at this level positions may operate specialized vehicles and/or equipment (as noted at the Journey level) in combination with considerable independence and variation in assignments, requiring a good understanding of organizational objectives.

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Competency	Definition
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).
Safety and Health Compliance	Demonstrates an understanding of applicable policies and procedures, and maintains conditions that ensure a healthy and safe working environment.
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.

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Competency	Contributing	Journey	Advanced
Knowledge – Technical (Operations)	Safely and skillfully operates standard vehicles and/or equipment in the performance of recurring tasks with established parameters and limited variety. Examples of vehicles and/or equipment operated at the Contributing level may include but are not limited to: car, van, delivery truck, bus, tractor, mower, and various grounds maintenance equipment. Responsible for the safe, efficient, and timely delivery of passengers or cargo. Drives vehicles or operates equipment according to standard, established routes or set schedules. Accurately maintains standard mileage, cargo, and/or cash receipt records.	Safely and skillfully operates specialized vehicles and/or equipment in the performance of recurring tasks with limited variety and established parameters. Examples of vehicles and/or equipment operated at the Journey level may include but are not limited to: tractor trailer, bulldozer, backhoe, hydrogeological drilling equipment. Or, safely and skillfully operates standard vehicles and/or equipment (as noted at the Contributing level) in combination with considerable independence and variation in assignments, requiring a good understanding of organizational objectives. Plan and decide on best routes and schedules according to broad guidelines/parameters. Make decisions concerning weight and load distribution of cargo. Accurately maintain records related to load weight specifications, cargo inventory, custody of court-secured individuals, route reports, and vehicle/equipment maintenance.	Safely and skillfully operates complex, highly specialized vehicles and/or equipment in the performance of recurring tasks with limited variety. Examples of vehicles and/or equipment operated at the Advanced level may include but are not limited to: dredge equipment, hydrocrane, tugboat. Or, safely and skillfully operates specialized vehicles and/or equipment (as noted at the Journey level) in combination with considerable independence and variation in assignments, requiring a good understanding of organizational objectives. Contributes to non-routine, program-related records and reports based on advanced knowledge of operational work as related to organizational mission. Consistently exercises independent judgment and decision-making in performance of daily tasks. Provides technical mentoring and training to others in operation of vehicles and equipment.

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Knowledge – Technical (Mechanical)	Keeps vehicles or equipment clean, checks and maintains proper fluid levels. Immediately informs supervisor about problems with vehicles or equipment.	Performs minor preventive maintenance. Troubleshoots equipment/mechanical problems and recognizes cause of problems.	Performs skilled metal fabrication such as cutting and welding. Performs major mechanical work on assigned equipment, such as rebuilding hydraulic systems or overhauling engines.
Safety and Health Compliance	Performs tasks safely to avoid danger to self, co-workers or the general public. Identifies and informs supervisor of potential safety problems. Uses appropriate protective equipment in a safe manner. Performs pre-operational checks of vehicles/equipment and is familiar with operator’s manual. Reports needed repairs to supervisor. Safely transports passengers and/or cargo. Recognizes emergency situations and follows appropriate procedures. Obeys traffic laws and other established regulatory requirements in performance of daily tasks.	Identifies and resolves potential safety problems and unsafe work practices; warns others of potential hazards. Shows other employees safe ways to perform job tasks or use of equipment. Informs employees of safety information. Incorporates accident prevention and corrective measures in all activities. Regularly assesses safety conditions; participates in safety inspections and drills; identifies potential hazards; and resolves problems. Demonstrates complete knowledge of established safety policies and procedures and applies to work activities. Responds to emergency situations following appropriate procedures.	Demonstrates commitment to provide safe working environment by making sure that all employees have appropriate training and equipment. Participates in the development and enforcement of regulatory standards. Follows established plan(s) to ensure safety and “prepared response” in the event of an emergency. Demonstrates advanced knowledge of established safety and health policies and procedures and applies to work activities. Oversees and coordinates emergency response efforts.

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Client/Customer Service	Consistently treats co-workers with courtesy and respect. Ability to carry out oral and written instructions. Consistently treats passengers and others affected by daily work performance with courtesy and respect. Reports difficult interpersonal situations to supervisor or other appropriate party.	Develops and maintains effective working relationships both within and outside of immediate work unit. Deals calmly and professionally with difficult situations or passengers and handles complaints respectfully. Receives and gives feedback calmly and professionally.	Negotiates best method/practices for assigned tasks based on advanced knowledge of equipment capability and limitations. Independently resolves disputes with others. Negotiates the movement of vehicles/equipment onto and through private property with landowners.
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