



The University of North Carolina Wilmington

Environmental Services Manager Competency Profile

Description of Work: This is managerial work in institutional services support for state agencies and universities in building environmental services and grounds. Work involves short and long term planning of institutional services, and negotiation for services required, including making final decisions regarding service delivery. Duties require judgment and discretion in planning a steady workflow and in making decisions relative to maintaining expected levels of service for cleanliness and sanitation, as well as, quantity of production. Employees work independently under general supervision of a higher-level administrator. Duties may include reviewing and approving a variety of records and reports.

Competency	Definition
<i>Knowledge—Technical</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>Customer Service</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>Planning and Organizing Work</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>Financial Administration (Budgeting)</i>	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.
<i>Managing Work and Performance</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.e. providing leadership to develop the competencies of the individuals supervised).
<i>Human Resources Management</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>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>Safety and Health Management</i>	Establishes a culture of safety for employees and ensures that work processes are free from safety and health hazards, those employees are properly trained and that programs are in place to ensure safety.

Competency	Contributing	Journey	Advanced
<i>Knowledge—Technical</i>	Implements the use of new tools, products, processes and/or machinery within narrowly defined parameters to facilitate an efficient and effective environmental services program.	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.	Incorporates new products and methodologies into the program.
<i>Customer Service</i>	Effectively listens and responds to customer needs.	Recognizes, addresses and resolves potential, non-routine problems in service. Represents the work unit to service areas in manner/approach of responding to cleaning and maintenance needs.	Anticipates customer needs; addresses and crosses work units to resolve potential problems. Represents the work unit to service areas in manner/approach of responding to anticipated and reported needs.
<i>Planning and Organizing Work</i>	N/A	Plans work operations, set priorities, and set deadlines. Modifies methods, procedures, workflow and assignments to respond to fluctuating priorities, methodologies and/or staff capabilities.	Establishes 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 staffing needs to maintain ongoing work while adapting to changing goals and missions.
<i>Financial Administration (Budgeting)</i>	Operates within assigned budget Recommends new needs.	Evaluates budget needs and recommends priorities. Makes routine fund transfers and recommend decisions for significant fund transfers.	Develops and projects final budget proposals. Justifies to higher administrative supervisors. Ensures execution of budget in compliance with fiscal policies.
<i>Managing Work and Performance</i>	Implements changes to established rules, standards, guidelines, and policies governing the quality and quantity of work as needed and directed. Recognizes and recommends training needs. Motivates and leads a team of employees.	Participates in establishing rules, standards, guidelines, and policies governing quality and quantity of work. Determines 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. Intervenes and mediates problems among employees.	Develops and gives final approval of rules, standards, guidelines, and policies governing the quality and quantity of work. Establishes training programs to facilitate organizational growth and development. Negotiates with and persuades others.

Competency	Contributing	Journey	Advanced
<i>Human Resources Management</i>	<p>Resolves minor problems and complaint on an informal basis. Participates with considerable influence in recruitment and selection process.</p> <p>Participates in performance appraisal, classification, compensation and salary administration issues.</p>	<p>Resolves and recommends formal or informal performance/disciplinary actions up to and including dismissal. Decides on staffing, appointments, promotions, reassignments, et cetera</p>	<p>Develops departmental policies and procedures. Takes action on performance/dismissal recommendations.</p> <p>Exercises delegated authority for all personnel administration actions, to include difficult, controversial or sensitive issues.</p>
<i>Communication</i>	<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>
<i>Safety and Health Management</i>	<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>