



The University of North Carolina Wilmington

## Environmental Services Supervisor Competency Profile

### DESCRIPTION OF WORK:

This is specialized, coordinative or supervisory work in institutional services support for State agencies and universities in building environmental services and grounds. Work involves planning and scheduling work, determining and meeting training needs of staff, and determining labor or material needs for work assignments. Duties may include the responsibility for equipment upkeep and for maintaining a sufficient inventory of supplies. Duties involve planning a steady workflow and making suggestions relative to maintaining expected levels of service for appearance, cleanliness and sanitation as well as, quality and quantity of production. Initiative is utilized in maintaining established quality standards in dealing with non-routine tasks. Work may be performed under administrative supervision. Duties may include maintaining routine records and reports.

Competency	Definition
<b>Knowledge—Technical</b>	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.
<b>Customer Service</b>	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.
<b>Planning and Organizing Work</b>	Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently.
<b>Managing Work and Performance</b>	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. provides leadership to develop the competencies of the individuals supervised).
<b>Managing Work Processes</b>	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.
<b>Human Resources Management</b>	Recruits, selects, develop, counsels, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures.

<b>Communication</b>	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.
<b>Safety and Health Compliance</b>	Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment

<i>Competency</i>	<i>Contributing</i>	<i>Journey</i>	<i>Advanced</i>
<b><i>Knowledge—Technical</i></b>	Recommends alternative solutions or takes actions to solve minor problems encountered in the work.	Advises staff of specialized cleaning and maintenance techniques and processes for use in unusual situations or problems. Seeks out knowledge of improved products or methods and passes that information to the next level supervisor.	Recommends the use of new tools, products, processes and/or machinery to facilitate an efficient and effective environmental services program.
<b><i>Customer Service</i></b>	Effectively listens and responds to routine customer needs.	Recognizes, addresses and resolves potential, non-routine problems in service.	Anticipates customer needs; addresses and crosses work units to resolve potential problems. Represents the work area when needed to customers on matters of concern.
<b><i>Planning and Organizing Work</i></b>	Assigns and monitors daily work. Ability to provide instruction to employees for assigned tasks.	Plans daily or weekly work to meet established objectives. Assesses the needs of the unit and recommends minor changes in procedures, workflow and staffing assignments.	Plans work operations; establishes priorities, and sets deadlines over a short-range period, within established goals and objectives. Assist in strategic planning to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Managing Work and Performance</i></b>	Explains and applies policy/procedure, standards and guidelines. Models work/job duties for employees.	Ensures adherence to work standards and total quality standards. Recommends minor changes to work standards. Provides on-the-job training. Encourages employees to learn improved skills and helps them overcome deficiencies through training. Ensures employees attend prescribed/mandated trainings.	Provides management support to ensure adherence to procedures, standards and guidelines. Implements minor adjustments or changes to procedures, standards and guidelines. Ability to develop training programs, and determine training needs of work unit. Ensures employees have tools and knowledge to comply with standards.
<b><i>Managing Work Processes</i></b>	Monitors work of staff, closely and ongoing, to assess and problem-solve.	Reviews and evaluates 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. Operates within assigned budget.	Reviews accomplishments to ensure program missions and goals are being met. Redesigns as needed using best methods and technology to meet or exceed business needs. Recommends needed expenditures.
<b><i>Human Resources Management</i></b>	Identifies problems and brings to attention of appropriate authority	Resolves minor problems and complaints on an informal basis. Approves routine leave requests. May recommend resolution of performance/disciplinary issues. Assists in recruitment and selection process.	Recommends resolution of performance/disciplinary issues. Makes recommendations in recruitment and selection process; ensures benefits information is shared; approves non-routine leave requests.
<b><i>Communication</i></b>	Follows (written and verbal) instructions, asks necessary questions to complete tasks. Communicates appropriately.	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. Motivates and encourages employees. Encourages customer feedback.	Leads by example in overcoming communication problems in the work area. Identifies ways to communicate well with each employee and each customer. Acts as liaison to management.
<b><i>Safety and Health Compliance</i></b>	Recognizes and follows prescribed safety procedures and regulations.	Understands prescribed safety procedures and regulations; identifies and refers non-standard problems to supervisor. Services, cleans and/or replaces maintenance equipment and machinery.	Provide management support to ensure overall unit compliance for routine servicing of tools and equipment safely to ensure safe operation. Recommends solutions to safety problems.

