



The University of North Carolina Wilmington
FACILITIES SUPERINTENDENT
COMPETENCY PROFILE

Description of Work:

The Facilities Superintendent manages a major division of a university facilities operation of considerable scope and complexity. They oversee all technical services provided by staff, organize and plan work, supervise the work and career development of staff, manage the facilities budget, and participate in strategic planning. Positions in this banded class report to a higher level facilities administrator.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
<p>Positions at this level independently provide consultation and program/ project administration in a facilities program of moderate scope and complexity, with more flexible parameters. They plan, analyze and organize daily activities, data management, consultation, and/or business administrative duties. They may coordinate the activities of outside contractors or supervise lower level staff.</p>	<p>Positions at this level independently manage programs or projects of considerable scope and complexity. They plan, coordinate and implement all aspects of a university facilities program or large facilities department within flexible parameters. They are responsible for setting and achieving customer service standards and ensuring the quality of completed work. They supervise lower level staff. (Supervision of an SPA staff unit is mandatory at this level.)</p>	<p>Positions at this level typically perform managerial functions over multiple organizational units or a facilities program of campus-wide impact. They manage employees in a wide variety of occupational groups, including some professional employees. They exercise a high level of independent decision-making and responsibility for compliance to university and state policies. They are responsible for cross training, assignment of staff across heterogeneous service areas, and career development programs which will improve the university's ability to effectively respond to organizational needs.</p>

Competency	Definition
Knowledge - Professional	Knowledge of program theory, techniques, practices and procedures. Knowledge of the assigned program area. Knowledge of state and federal rules and regulations governing the program. Knowledge of agency/university practices, procedures and principles.
Planning and Organizing Work	Ability to develop plans to accomplish work operations, objectives, goals and policies. Ability to arrange and assign work to best use manpower and resources.
Program Management	Ability to coordinate and administer programs, activities, and protocols. Ability to manage resources, monitor activities, and assess environmental risks and quality control associated with the program. Ability to observe and assess work and provide meaningful feedback.
Safety and Health Management	Ability to establish a culture of safety for employees and ensure that work processes are free from safety and health hazards, that employees are properly trained, and programs are in place to ensure safety.
Strategic Planning	Ability to develop, measure and evaluate organizational structures and processes to fulfill organizational goals and strategic plans, using best practices. Ability to identify opportunities, develop and implement solutions, and measure impact. Ability to establish work guidelines and set the appropriate levels of quality and quantity of work.
Business Administration	Knowledge of appropriate business practices and procedures. Manage and improve business processes and operations by ensuring continuity, integration of policies and procedures with the organization's mission and strategic plan.
Human Resources Management	Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce; ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work; ability to provide feedback; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and support employees in career development opportunities. As needed, ability to develop and implement staffing strategies.
Career and/or Talent Development	Ability to provide employees with the knowledge, skills and abilities to accomplish work and provide career development opportunities.

Competency	Contributing	Journey	Advanced
<p>Knowledge – Professional: Knowledge of program theory, techniques, practices and procedures. Knowledge of the assigned program area. Knowledge of state and federal rules and regulations governing the program. Knowledge of agency/university practices, procedures and principles.</p>	<p>Substantial knowledge of technical area of assignment; comprehensive knowledge of university facilities practices and procedures; basic knowledge of the business structure and human resources management</p>	<p>Thorough knowledge of technical area of assignment; thorough knowledge of university facilities practices and procedures; considerable knowledge of the business structure and human resources management.</p>	<p>In-depth knowledge of several areas of facilities operation. Ability to incorporate knowledge of the university’s business structure and human resources policies into management practices that are effective in meeting university and division goals.</p>
<p>Planning and Organizing Work: Ability to develop plans to accomplish work operations, objectives, goals and policies. Ability to arrange and assign work to best use manpower and resources.</p>	<p>Ability to plan work operations; ability to establish prioritize and set deadlines, within established goals and objectives. Ability to modify or change work assignments, workflow or procedures to insure effective performance of all duties and delivery of services based on changing needs. May require ability to work with outside contractors as well as oversee the work of facilities staff in assigned area. Ability to perform operational planning including evaluating staffing needs, utilization of the automated equipment inventory and maintenance software. May require ability to conduct cost analyses to determine most efficient and cost-effective approaches to preventative and routine maintenance.</p>	<p>Ability to develop plans to accomplish work operations and short-range goals and objectives. Ability to participate in planning strategies to meet long-range goals and objectives. Ability to arrange and assign work to use resources efficiently. Ability to coordinate all administrative and technical services provided. Ability to participate in planning and implements changes in operations. Ability to participate in establishing work unit operating standards and procedures to comply with university practices and procedures.</p>	<p>Ability to develop strategies to meet long range goals and objectives for a facilities department with unique and specialized activities providing student or staff services. Ability to oversee work activates that impact and interface with other functional areas. Ability to provide leadership for unit and implements operational changes to achieve goals. Ability to actively seek to identify and implement best practices that affect a broad range of constituents. Ability to identify, understand, and provide possible resolutions for unique issues and problems with broad impact and/or a broad range of client services. Ability to lead teams in the modification of processes using applicable technology web-based data systems and programs.</p>

Competency	Contributing	Journey	Advanced
<p>Program Management: Ability to coordinate and administer programs, activities, and protocols. Ability to manage resources, monitor activities, and assess environmental risks and quality control associated with the program. Ability to observe and assess work and provide meaningful feedback.</p>	<p>Ability to identify and understand construction, renovation, and/or maintenance issues, client needs, and matters of a recurring nature to effectively address and resolve them. Ability to collect, research, and analyze information for processing, monitoring, or measuring data. Ability to develop some internal processes and prioritizes workload. Ability to mentor and assist others in various areas of technical expertise.</p>	<p>Ability to technically oversee all services supervised. Ability to recommend changes to standards of practice for work performed. Ability to focus on appropriate issues, consult with others, and deal with potential impact of a decision. Ability to think independently.</p>	<p>Ability to develop and implement programs in areas such as employee training, client satisfaction feedback, new product installation, or safety compliance. Ability to manage programs that are integral to university mission and/or business growth. Ability to recommend solutions to issues with far reaching impact. Ability to contribute expertise in facilities management and serve as a resource on campus-wide committees, studies, and reports.</p>
<p>Safety and Health Management: Ability to establish a culture of safety for employees and ensure that work processes are free from safety and health hazards, that employees are properly trained, and programs are in place to ensure safety.</p>	<p>Ability to understand existing, and determine applicable, safety and health procedures and ensures their proper application for work processes. Ability to develop in-house safety rules primarily directed towards employee safety awareness. Ability to train subordinates in proper safety methods.</p>	<p>Ability to assess and develop safety procedures in relation to overall agency/university safety policies applicable to trades areas supervised. Ability to obtain input from other supervisors for those safety matters requiring development of in-house safety rules. Ability to train other supervisors in safety and health requirements.</p>	<p>Ability to analyze and interpret agency/university safety policies and determine applicability. Ability to ensure that overall safety program objectives are met, including third party coordination (e.g., OSHA, DOL, DOI). Ability to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action.</p>

Competency	Contributing	Journey	Advanced
<p>Strategic Planning: Ability to develop, measure and evaluate organizational structures and processes to fulfill organizational goals and strategic plans, using best practices. Ability to identify opportunities, develop and implement solutions, and measure impact. Ability to establish work guidelines and set the appropriate levels of quality and quantity of work.</p>	<p>Ability to work independently and to apply judgment in developing, organizing and managing plans and complex projects. Ability to manage change as required to complete work projects in a dynamic environment. May require ability to develop forecasts and budgets for equipment depreciation and replacement; enhanced security and safety applications; or future personnel needs.</p>	<p>Ability to establish and commit to a course of action in order to accomplish short-range goals, in coordination with the vision of the agency or university.</p>	<p>Ability to conduct research and implements plans to accomplish long-term goals. Ability to work with business units of department or university to plan for future growth, staffing needs, and employee development.</p>
<p>Business Administration: Knowledge of appropriate business practices and procedures. Manage and improve business processes and operations by ensuring continuity, integration of policies and procedures with the organization's mission and strategic plan.</p>	<p>Ability to independently manage well-defined business functions for a department unit. Ability to apply established policies and procedures related to business practices and internal control procedures. Ability to implement business practices and procedures that support the strategic goals of the organization.</p>	<p>Ability to evaluate and allocate resources, plan procurement and oversee budget.</p>	<p>Ability to negotiate with university administrative and business management to gain commitment of funds to meet strategic personnel and equipment needs</p>

Competency	Contributing	Journey	Advanced
<p>Human Resources Management: Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce; ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work; ability to provide feedback; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and support employees in career development opportunities. As needed, ability to develop and implement staffing strategies.</p>	<p>May require ability to function in a full supervisory role that includes the recruitment, selection, and salaries of employees and/or provide assistance in human resources matters to a higher-level manager in a large and more dynamic organizational unit. In other cases, may require ability to observe work, provide feedback, assess needs, and make recommendations for improved staffing efficiency. Ability to develop and set priorities for performing operational activities. Ability to develop and/or implement work plans; ability to conduct performance reviews for direct reports and address performance issues. Ability to identify and recommend career development opportunities with employees. Ability to assess staffing needs and make recommendations.</p>	<p>Ability to oversee the recruitment, selection, development, coaching, counseling, disciplining and evaluation of employees in the assigned work area. Ability to retain a diverse workforce. Ability to observe and assess work; ability to provide feedback; ability to provide technical supervision; ability to plan and support employees in career development opportunities. Considerable knowledge of human resources policies and procedures.</p>	<p>Ability to recruit, select and train supervisors who manage large work crews with responsibility for facility maintenance, cleaning, and/or repair and renovation. Ability to oversee unit supervisors to ensure compliance with performance management policies and procedures. Ability to recommend resolution of disciplinary matters as needed. Ability to review and authorize career progression adjustments for unit and makes projections for new staff needs. Ability to make final review for most difficult, controversial, or sensitive personnel issues.</p>
<p>Career and/or Talent Development: Ability to provide employees with the knowledge, skills and abilities to accomplish work and provide career development opportunities.</p>	<p>Ability to seek opportunities to develop work related skills of others.</p>	<p>Ability to plan and support the development of others using a competency based system. Ability to ensure that staff is properly trained.</p>	<p>Ability to review and authorize training opportunities and leads employee growth and development initiatives.</p>

MINIMUM TRAINING & EXPERIENCE

Bachelor's degree and two years of experience in general facilities work; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions. Degrees must be received from appropriately accredited institutions.