



**The University of North Carolina Wilmington  
FACILITY MAINTENANCE SUPERVISOR  
COMPETENCY PROFILE**

**Description of Work:**

The Facility Maintenance Supervisor concept provides career tracks for the supervision of unskilled to highly skilled trades work including but not limited to HVAC, Electrical, Plumbing, Carpentry, Masonry and Painting. Positions in this banded class may also perform skilled trades work. Supervisory tasks in this banded class ranges from single trades to the supervision of multiple trades in a physical plant operation. Positions are generally responsible for hiring, training, disciplining, and conducting performance management and competency assessments for employees. Some positions primarily supervise trades work in a specialty area while others will supervise work requiring specialized skills in multiple trades. Work supervised includes maintenance, repair, replacement, fabrication, installation, alteration, construction and design of facility components requiring the application and management of skills in planning, problem-solving, attention to detail, teamwork, communication and adherence to safety. Positions may be required to possess and maintain certification, licensure, educational level, and/or experience criteria as applicable to the tasks being performed or supervised and follow applicable building codes.

| <b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL</b>   |   |   |
|--|---|---|
| <b>CONTRIBUTING</b>  | <b>JOURNEY</b>  | <b>ADVANCED</b>   |
| Facility Maintenance Supervisors at this level are generally first-line supervisors over a single mechanical or building trades unit. Positions supervise single-trade Facility Maintenance Technicians performing functions related to repair and maintenance of standard building and mechanical systems. Positions schedule and review work assignments and set daily objectives for work unit based on established priorities and time frames. | Facility Maintenance Supervisors at this level are generally second-line supervisors over a single mechanical or building trades unit, or first-line supervisors over a multiple-trades facility maintenance unit, or may oversee multiple facilities. Positions supervise other Facility Maintenance Supervisors and/or Facility Maintenance Technicians performing functions related to repair and maintenance of standard to complex building and mechanical systems. Positions set short- to mid-range maintenance objectives and prioritize activities and tasks, adjusting priorities when appropriate. | Facility Maintenance Supervisors at this level are generally second-line supervisors over a multiple-trades unit or may be second-line supervisors over a particularly complex single mechanical trade and/or facility. Positions set mid- to long-range maintenance goals and objectives and prioritize activities and tasks; prepare alternative plans to meet changing conditions and ensure timely task accomplishment; and coordinate a wide variety of facility maintenance operational, diagnostic, and repair services. |

| Competency                               | Definition   |
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| <b>Knowledge - Technical</b>             | 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). |
| <b>Project Management</b>                | Provides oversight for project(s) and all related activities in that setting to include quality assurance and safety; coordinates and manages facilities, equipment, supplies and related resources as necessary for the project; monitors environmental risks, if any and quality control; establishes a set of tasks and activities associated with an intended outcome and timeline; ensures actions are performed and/or implemented to achieve the results of the project.  |
| <b>Human Resources Management</b>        | 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. Observes and assesses work; provides feedback; may provide technical supervision; develops knowledge, skills, and abilities of employees; plans for and supports employees in career development opportunities.   |
| <b>Leading Work Teams</b>                | Establishes expectations and clear direction and expectations to meet goals and objectives of on-going work for a group of employees. Motivates and engages employees through effective communication.   |
| <b>Safety and Health Management</b>      | Establishes a culture of safety for employees and ensures that work processes are free from safety and health hazards, that employees are properly trained, and that programs are in place to ensure safety.   |
| <b>Financial Administration - Budget</b> | Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.  |

| <b>Competency</b>            | <b>Contributing</b>  | <b>Journey</b>  | <b>Advanced</b>   |
|------------------------------|--|---|---|
| <b>Knowledge – Technical</b> | <p>Possesses a journey level knowledge of at least one trade area applicable to the work supervised. Directly performs a variety of trades-related tasks/functions. These tasks/functions may involve related or varying processes to test, renovate, overhaul, replace, and perform preventive maintenance on standard facility systems. Provides technical assistance to others by troubleshooting standard facilities maintenance issues and determining their cause. Guides, directs and coaches others regarding application and interpretation of technical issues. Mentors technicians.</p> | <p>Possesses journey level knowledge of more than one trade or advanced knowledge in one trade applicable to area supervised. Serves as a technical resource within the work unit. Applies and interprets technical knowledge to resolve unique or highly complex situations. Analyzes and researches appropriate solutions. Has a thorough and extensive understanding of programs, concepts and practices in complex facility maintenance trades area as well as a general understanding of one or more different trades areas.</p> | <p>Possesses journey level knowledge in multiple trades in the areas supervised. Possesses advanced technical knowledge of more than one trade area, or one highly complex trade/system.</p>          |
| <b>Project Management</b>    | <p>Oversees standard, day-to-day construction and repair activities according to established guidelines within assigned technical area. Recognizes, plans for, and requests equipment and/or materials that are needed to do the job. May make adjustments to set schedules in order to address material needs, time frames, staffing needs, and work stoppages, etc.</p>  | <p>Oversees standard to complex construction and repair activities involving one or more trades areas.</p>  | <p>Oversees multiple, complex construction and repair activities involving multiple trades areas. Recommends contract variances in consultation with appropriate facilities management personnel.</p> |

| Competency                               | Contributing | Journey   | Advanced  |
|--|--------------|---|---|
| <p><b>Human Resources Management</b></p> | <p>NA</p>    | <p><b>Understands and follows Departmental and University policy/procedure for matters in Employment, Payroll, Benefits, Employee Relations, Classification, Compensation, Salary Administration, and Training Development. (Examples include, but are not limited to: time records, recruitment and selection, performance management, and works compensation.) Completes and oversees administrative responsibilities associated with these areas. Enforces necessary policy and procedure, providing instruction and guidance for technicians when needed.</b></p> | <p><b>Interprets Departmental and University policy/procedure for matters in Employment, Payroll, Benefits, Employee Relations, Classification, Compensation, Salary Administration, and Training Development. (Examples include, but are not limited to: time records, recruitment and selection, performance management, and works compensation.) Reviews administrative responsibilities associated with these areas, and exercises delegated authority for personnel administration. Enforces necessary policy and procedure, providing instruction and guidance for other supervisors when needed.</b></p> |

| <b>Competency</b>         | <b>Contributing</b>  | <b>Journey</b>  | <b>Advanced</b>  |
|---------------------------|--|---|--|
| <b>Leading Work Teams</b> | <p>For a single-trade unit, position provides day-to-day direction to team members. Listens and involves others in decisions and actions; identifies barriers and resources to achieve team goals. Sets daily and short-range objectives for work unit based on established priorities and time frames, making adjustments as needed. Shares relevant or important information with the team; develops skills or knowledge; monitors and provides feedback on employee progress; and looks for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job. Considers competency level of current staff and distributes work accordingly. Uses time effectively to accomplish work unit goals.</p> | <p>For multi-trades units, or single trades at a highly complex level, positions provide day-to-day direction to team members. Listens and involves others in decisions and actions; identifies barriers and resources to achieve team goals. Sets daily and short-range objectives for work unit based on established priorities and time frames, making adjustments as needed. Recognizes, plans for, and requests equipment and/or materials that are needed to do the job. Shares relevant or important information with the team; develops skills or knowledge; monitors and provides feedback on employee progress; and looks for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job. Considers competency level of current staff and distributes work accordingly. Uses time effectively to accomplish work unit goals.</p> | <p>For multi-trades units, or single trades at a highly complex level, positions advocate and model a commitment of team decision-making process; integrate teamwork philosophy into planning and program development; provide necessary resources and remove obstacles to help team accomplish its goals. Develops realistic timelines and milestones; sets mid- to long-range maintenance goals and objectives and prioritizes activities and tasks; prepares alternative plans to meet changing conditions and ensure timely task accomplishment.</p> |

| Competency                               | Contributing  | Journey   | Advanced  |
|--|---|---|---|
| <b>Safety and Health Management</b>      | Ability to understand existing, and determine applicable, safety and health procedures and ensures their proper application for work processes. Ability to develop zone/departmental safety rules primarily directed towards employee safety awareness. Ability to train subordinates in proper safety methods. | Ability to assess and develop safety procedures in relation to overall departmental 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 technicians in safety and health requirements.    | Ability to analyze and interpret departmental safety policies and determine applicability. Ensures 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. Ability to train other supervisors in safety and health requirements. |
| <b>Financial Administration - Budget</b> | May keep detailed records to track expenditures and receipts. Uses appropriate tools to track or report work expenses. Follows purchasing and procurement guidelines. Demonstrates a basic understanding of the organization’s budget process. Monitor and enforce scheduling hours for budgetary purposes.     | Follows budget guidelines and stays within budget. Identifies and monitors most cost- effective use of resources. Makes sound decisions on procurement of equipment/supplies. Responds and meets requests for budget information within time frames. Communicates budget allocations to staff; explains or justifies budget requests. | Considers the business needs of the organization when requesting state or federal funds. May analyze fiscal/budget reports; demonstrates an understanding of state and department/office budget procurement regulations. Provides rationale to management for budget needs; adjusts expenditures as appropriate or directed. Understands and applies financial planning strategies to develop budget.                 |

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.