



The University of North Carolina Wilmington  
**Support Services Supervisor Competency Profile**

**DESCRIPTION OF WORK:** Positions in this career band perform specialized or coordinative work to manage and supervise the operations of an agency or university warehouse, post office, bookstore, or supply store. Work involves planning and scheduling work, determining and meeting training needs of staff, and determining labor or material needs for work assignments. Duties include the oversight of purchasing merchandise, receiving, storing, issuing and care of stockroom/warehouse supplies, or the receipt and distribution of mail. Employees govern the purchase and sale of book, classroom and office supplies. Work also includes maintaining adequate accounting and inventory records and for supervising and reviewing the work of subordinate personnel engaged in merchandising and sale activities. Employees are responsible for supporting and accomplishing departmental goals.

**ROLE DESCRIPTIONS BY COMPETENCY LEVEL**

<b>CONTRIBUTING</b>	<b>JOURNEY</b>	<b>ADVANCED</b>
Employees at this level plan coordinate and supervise activities of a warehouse, a small store operation, or a post office. Employees may manage the transactions of purchasing merchandise, receiving, storing, issuing and care of stockroom/warehouse supplies. Postal employees manage the distribution and handling of all types of U.S. mail and interdepartmental correspondence, whether internal or from Courier Service.	Employees at this level plan, coordinate and supervise activities of a medium store operation, or assists the manager of a large store operation, or supervises the activities of a post office or warehouse serving a large sized campus population. May supervise satellite campus stores and snack bars. Employees plan, organize, direct, set short-range objectives, prioritize activities/tasks, and adjusts priorities when appropriate.	Employees at this level direct the operations of a large store operation. Positions develop policies and administrative procedures governing the purchase and sale of books, classroom and office supplies and equipment, and sundry items and specialty items sold through the campus stores. Employees establish long range operational goals and priorities and determine workforce needs and other resources needed to achieve those goals.

Competency	Definition
<b>Planning &amp; Organizing</b>	Develops plan to accomplish work operations and objectives. Arranges and assigns work to use resources efficiently.
<b>Budget Management</b>	Plans and monitors the use of expenditures. Prepare budget document and reports.
<b>Communication</b>	Ability to convey information orally to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to information from others.
<b>Sales &amp; Marketing</b>	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
<b>HR Management</b>	Recruits, selects, develops, counsels, disciplines, and evaluates employee performance. Administers and ensure compliance with HR policies and procedures. Observes and assesses work and provides feedback. Provides technical supervision of staff.
<b>Safety &amp; Health Management</b>	Establishes a culture of safety for employees and ensures that work processes are free from safety and health hazards, employees are properly trained. Insure that programs are in place to ensure safety.

Competency	Contributing	Journey	Advanced
<b>Planning &amp; Organizing</b>	Plans and assigns daily work to employees in accordance with established methods, priorities and time frames. Monitors daily work and provides instructions to employees. Determine and implement standard changes in work operations and may make recommendations for non-routine changes in work operations/procedures to higher level management. Recognizes and requests equipment and/or materials to accomplish work unit goals.	Plans daily or weekly work to meet established objectives. Establishes deadlines and priorities of regular work assignments for the unit over a short-range period. Assesses the needs of the unit and recommends or makes minor changes in workflow, procedures, or assignments to accommodate changing priorities.	Plans work operations ensuring appropriate workforce and other resources are available to achieve short and long range goals and objectives. Assist in strategic planning to develop plans, organizational structures, and systems to fulfill mission driven organizational goals. Modifies or changes work assignments, workflow or procedures to ensure effective performance of all duties and delivery of services based on changing needs.
<b>Budget Management</b>	Plans and monitors the use of expenditures to ensure the work unit is operating within assigned budget. Follows established departmental guidelines to maintain, track, and report expenditures.	Researches potential expenditures and provides data to higher management. Identifies and monitors most cost effective use of resources. Works with higher-level manager or business manager to plan and monitor expenditures; justifies budget requests.	Works with business manager to develop and monitor the overall budget and policies and procedures related to the financial reporting of operations. Understands and applies financial planning strategies to develop budget; adjusts budget as needed or as directed.
<b>Communication</b>	Communicates information clearly to staff, clients, and/or public about services, processes, and procedures using prescribed or established guidelines. Applies judgment in releasing confidential information or to whom to refer questions. Acquires understanding of working relationships with co-workers and other in order to achieve work goals.	Presents ideas in a clear, concise, organized manner. Explains and interprets programs, policies and procedures to meet the specific needs of staff and clients. Advises program staff/clients in all matters related to program operations. Develop contacts and relationships with interested parties in achieving program/organizational goals; seeks the input of others.	Clearly and effectively interprets guidelines, answers inquiries and advises others regarding processes, services, and operations as applied to non-standard situations. Adjusts communication style for different audiences. Develops and maintains professional working relationships in complex and/or difficult situations in order to achieve program/organizational goals.
<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>

<b>Sales &amp; Marketing</b>	Implements programs using basic principles and methods for showing, promoting and selling products or services. Basic knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.	Develops and implements programs applying principles and methods for showing, promoting and selling products or services. Full knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.	Develops and oversees programs applying principles and methods for showing, promoting and selling products or services that impact long range unit goals. Considerable knowledge of the sources of supply, market factors, and product characteristics of supplies and commodities being purchased.
<b>HR Management</b>	Understands and follows departmental and university policy/procedure for various Human Resource areas and completes associated administrative responsibilities. Assigns and reviews work of staff to meet current goals and objectives for assigned area. Determines immediate and short-term staffing needs for assigned area. Recruit, reviews applications and develops interview questions and conducts interviews with higher-level manager. Develops work plans and conducts performance reviews with higher manager. Resolves minor problems and complaints on an informal basis. Identifies more serious problems and brings to attention of higher-level authority.	Understands and follows departmental and university policy/procedure for various Human Resource areas and completes or oversees associated administrative responsibilities. Plans, monitors, and evaluates the work of staff and modifies as needed to accomplish goals and objectives for assigned area. Determines staffing needs for assigned area using a long term vision. Participates with manager in the establishment of criteria for screening of applicants, conducts interviews, and recommends selection to management. Develops work plans and conducts performance review of staff, and makes recommendations concerning performance ratings to higher-level manager. Counsels employees informally regarding job performance or personal conduct as needed. Recommends disciplinary action to higher authority.	Ensures departmental and university policy/procedure for various Human Resource areas are followed and associated administrative responsibilities completed. Plans, monitors and evaluates the work of staff to ensure mission and goals are being met, using varying leadership. Leads the workforce planning effort for assigned areas considering current and future unit and organizational strategic goals and objectives. Establishes criteria for screening of applicants, conducts interviews, and makes final selection decision. Reviews hiring recommendations of lower-level supervisors and approves/rejects selection decisions. Counsels employees concerning performance and personal conduct, develops corrective action plans when appropriate, and implements appropriate action. Takes action on disciplinary recommendations up to and including suspension and dismissals.
<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b>Safety &amp; Health</b>	Ability to understand existing, and determine applicable, safety and	Ability to assess and develop safety procedures in relation to overall	Ability to read and interpret agency/university safety policies and

<b>Management</b>	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.	agency/university safety policies. Ability to identify for lower level supervisors those safety matters requiring development of in-house safety rules. Ability to train lower level supervisors in safety and health requirements.	determine applicability. Ensures that overall safety program objectives are met, including third party coordination (e.g., OSHA). Ability to take proactive steps to maximize safe operations and measures the effectiveness of action.
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