



The University of North Carolina Wilmington
VEHICLE/EQUIPMENT REPAIR TECHNICIAN SUPERVISOR
COMPETENCY PROFILE

Description of Work:

Work in this class involves the supervision of a group of mechanics, dispatchers and vehicle/equipment operators. Positions may supervise employees who dispatch, operate vehicles/equipment, perform small engine, automotive, heavy equipment, and/or marine mechanic work. Supervision ranges from small repair/operations, to managerial responsibility for the replacement, repair, operation, and service of a large vehicle/equipment fleet. Employees in this class are typically responsible for determining the type and extent of operation/repair work to be completed. Scheduling vehicles/equipment for work assignments and/or service/repair, dispatching vehicles/equipment and operating vehicles/equipment. Work also includes establishing general time frame/limits for maintenance, repair work and work assignments. Distributing repair/operational assignments, and determining the extent of any additional repair/operational work to be done. May coordinate equipment/vehicle pool and schedule efficient routes. Employees may instruct other supervisors and technicians in difficult repair/operational assignments and inspect work upon completion to determine that necessary repairs and tasks have been completed and that vehicles and/or equipment are in proper operating condition. Prepare work reports on maintenance and repair/operational work done. Submit requisitions for needed materials, and purchase emergency supplies as needed in order to perform work or make necessary repairs. Work is performed in accordance with established practices and departmental procedures and policies, and evaluated through operational efficiency and effectiveness. Work is also subject to review through occasional inspections of completed jobs and/or repaired vehicles/equipment and various work reports.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Supervises vehicle/equipment repair technicians, mechanics' helpers, dispatchers and vehicle/equipment operators, and other semi-skilled/skilled trades personnel, in functions related to the operation, repair and maintenance of vehicles or equipment. Employees at this level may function in a "working supervisor" capacity. Schedules and reviews work assignments, sets daily objectives for work unit based on established priorities and time frames, determines the priority and extent of repair/operational work to be completed. Work is differentiated from	Supervises other vehicle/equipment repair supervisors and/or technicians, mechanics' helpers, dispatchers and vehicle/ equipment operators, and other semi-skilled/skilled trades personnel, in functions related to the operation, repair and maintenance of vehicles or equipment. Sets short-range maintenance objectives and prioritizes activities and tasks, and adjusts priorities when appropriate. Coordinates a limited variety of vehicle/ equipment operational, diagnostic, and repair services. Analyzes fiscal/budget reports; makes decisions on procurement of	Manages the acquisition, replacement, repair and service of vehicle/equipment fleet. Plans, organizes and directs service operations that may be statewide in nature or division/agency based. Sets mid- to long-range maintenance/operational goals and objectives and prioritizes activities and tasks; prepares alternative plans to meet changing conditions and ensure timely task accomplishment; coordinates a wide variety of vehicle/ equipment operational, diagnostic, and repair services. Provides rationale to management for budget expenditures; adjusts budgets as

the other supervisory competency levels by the relative size and complexity of shop operations.	equipment/supplies; responds and meets requests for budget information within time frames; and explains or justifies budget requests. Prepares work reports, submits requisitions for needed materials; and purchase emergency supplies.	appropriate or directed; understands and applies financial planning strategies to develop budget.
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Competency	Definition
Planning and Organizing Work	Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. Advanced planning is more of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.
Knowledge – Technical	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).
Financial Administration- Budget	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.
Communication	Communicates information to individuals or groups; delivers presentations suited to the characteristics and needs of the audience. Clearly and concisely conveys written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Listens and responds appropriately to others.
Client/Customer Service	Develops and maintains strong relationships with clients (those who buy goods and services and for whom formal professional services are rendered) or customers (those who consume goods and services) by listening to the client/customer and understanding and responding to identified needs.
Leading Work Teams	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.
Human Resource Management	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.

Safety and Health Management	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.
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Competency	Contributing	Journey	Advanced
Planning and Organizing Work	Sets daily objectives for work unit based on established priorities and time frames. Recognizes and requests equipment and/or materials that are needed to do the job.	Sets short-range maintenance objectives and prioritizes activities and tasks; adjusts priorities when appropriate; troubleshoots and plans for personnel, equipment, and material needs ensuring their availability; uses time effectively to accomplish work unit goals; considers competency level of current staff and distributes work accordingly; coordinates a limited variety of vehicle/equipment operational, diagnostic, and repair services.	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; coordinates a wide variety of vehicle/equipment operational, diagnostic, and repair services.
Knowledge - Technical	Ability to perform and oversee a variety of recurring and related tasks using steps and processes that are readily understood and that are associated with less complex systems and components. Inspects job sites/locations, and/or vehicles/equipment for needed attention. Examples: Safety/State/Emissions Inspections, preventative maintenance, light repairs and minor diagnostics; tune-ups, brake jobs (replace pads/shoes, replace/refinish rotor and drums), replace belts, alternators, and regulators.	Understands both standard and non-standard work processes. Ability to perform and oversee a variety of recurring and non-recurring work that involves related or varying processes and that are associated with moderately complex systems. Analyzes and determines various courses of action. Examples: Troubleshoot and repair electronic fuel injection systems, repair moderate to complex wiring problems, rebuild/replace drive train and suspension components, utilizes repair manuals, schematics and on-line resources to troubleshoot issues.	Ability to perform and oversee a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Serves as a “technical expert” within the work unit and guides and coaches others. Demonstrates a thorough and extensive understanding of the most difficult and complex systems. Examples: Diagnoses, repairs, and/or overhauls complex electrical and mechanical systems; proficiently utilizes repair manuals, schematics and on-line resources to troubleshoot various complex issues; fabricate parts/systems for specific uses.

Competency	Contributing	Journey	Advanced
Financial Administration - Budget	Follows budget guidelines and stays within budget; keeps detailed records to track expenditures and receipts; uses appropriate tools to track or report work expenses; follows purchasing and procurement guidelines.	Identifies and monitors most cost- effective use of resources. Analyzes fiscal/budget reports; demonstrates an understanding of state and department/office budget procurement regulations; 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; demonstrates an understanding of the budget process. Provides rationale to management for budget expenditures; adjusts budgets as appropriate or directed; understands and applies financial planning strategies to develop budget.
Communication	Gives verbal instructions in a clear manner; listens to others; ensures that information gets to the right person within agreed upon time frames.	Explains standard operating procedures in easily understood language; seeks input, listens and checks for mutual understanding; asks for clarification if needed.	Uses an effective and approachable style that engages others and builds credibility. Adjusts communication style for different audiences; clearly explains information that is not readily understood. Assesses and weighs the impact of the message on the organization or customer including legal/regulatory implications.

Competency	Contributing	Journey	Advanced
Client/Customer Service	Responds to customer needs within established parameters; provides prompt, attentive service; listens carefully and checks for understanding of customer needs; demonstrates courteous actions and follows the organization's established protocol for customer service.	Anticipates, identifies and understands customer's service needs; effectively balances multiple priorities; checks with customers to ensure repair or solution meets needs; develops positive relationships with internal/external customers (i.e. vendors, distributors, other technicians).	Identifies trends that impact service delivery to groups or individual customers; makes recommendations to improve service delivery based on customer feedback; looks for ways to remove barriers to optimize service delivery.
Leading Work Teams	Listens and considers the ideas of team members; shares relevant or important information with the team; develop skills or knowledge; monitors and provides feedback on employee's progress; and looks for opportunities for employees to put new knowledge, understanding, or skill to practical use on the job.	Listens and involves others in team decisions and actions; encourages input from other team members; values and uses individual differences and talents; identifies barriers and resources to achieve team goals.	Advocates and models commitment of team decision-making process; integrates teamwork philosophy into planning and program development; provides necessary resources and removes obstacles to help team accomplish its goals.

Competency	Contributing	Journey	Advanced
Human Resources Management	NA	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	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

		these areas. Enforces necessary policy and procedure, providing instruction and guidance for technicians when needed.	personnel administration. Enforces necessary policy and procedure, providing instruction and guidance for other supervisors when needed.
Safety and Health Management	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.	Ability to assess and develop safety procedures in relation to overall 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.	Ability to read and interpret agency/university safety policies and determine applicability. Ensures that overall safety program objectives are met, including third party coordination (e.g., OSHA, DOL, DOI). Ability to take proactive steps to maximize safe operations and measures the effectiveness of action.

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.