



The University of North Carolina Wilmington
FACILITY MAINTENANCE TECHNICIAN – BUILDING TRADES
COMPETENCY PROFILE

Description of Work:

The Facility Maintenance Technician - Building Trades concept provides career tracks included but not limited to Carpentry, Locksmithing, Masonry, and Painting that perform a variety of tasks ranging from routine to highly skilled. Some positions primarily perform trades work in a specialty area while others will perform tasks requiring specialized skills in multiple trades. The role of the position is driven by the primary building trade performed, but the position may also perform a combination of secondary building and/or mechanical trades. Positions apply methods and general procedures of applicable trades/maintenance techniques and develop skills in procedures, techniques, tools, materials and/or equipment appropriate to trade. Tasks may include maintenance, repair, placement, fabrication, installation, alteration, construction and design of facility components requiring the application of skills in planning, problem-solving, attention to detail, teamwork, communication and adherence to safety. Positions may serve as lead technician and/or crew leader, directing the work of others. Positions may be required to possess and maintain required certification, licensure, educational level, and/or experience criteria as applicable to the tasks being performed and follow applicable building codes.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Facility Maintenance Technicians at this level are generally semi-skilled helpers in a particular trade area. Positions may perform more than one trade but any trade performed should be at the semi-skilled contributing level.	Facility Maintenance Technicians at this level are generally fully functioning specialists in a particular trade area. In addition to journey level tasks, positions are expected to be able to perform all contributing-level work in the assigned trade. Positions may also perform more than one trade at either the contributing or journey level, but must perform at least one trade at the journey level.	Facility Maintenance Technicians may not exist at this level in all single-trades areas or at every organization. The advanced level may be achieved by positions performing multiple trades at the journey level on a regular basis and/or performing a lead worker role over multiple journey-level trades areas. Lead workers generally oversee other journey-level technicians on a regular basis; ensure that journey-level technicians have sufficient resources to complete jobs; provide input into

		<p>performance management and competency assessments; and make custom drawings, schematics, designs, and cost estimates. Advanced level technicians may also have other higher-level administrative responsibilities which do not necessarily require technical knowledge beyond the journey level, but may be accounted for with other competencies.</p>
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Competency	Definition
Knowledge - Technical	<p>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).</p>
Problem Solving	<p>Identifies problems, determines possible solutions, and actively works to resolve the issues.</p>
Attention to Detail	<p>Accomplishes tasks and processes accurately and completely.</p>
Coordination – Work	<p>Follows instructions through a standard work process; performs routine tasks; checks work for accuracy before completion of tasks.</p>
Communication	<p>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.</p>
Safety and Health Compliance	<p>Demonstrates an understanding of applicable policies and procedures, and maintains conditions that ensure a healthy and safe working environment.</p>
Client/Customer Service	<p>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.</p>

Competency	Contributing	Journey	Advanced
Knowledge – Technical	<p>Performs a limited variety of recurring and related tasks/functions using easily understood steps/processes/functions/applications to perform corrective and preventive maintenance or construction of facilities. Provides technical assistance to others by troubleshooting simple facilities maintenance issues and determining their cause. More complex issues are typically referred to a higher-level technician. Skilled at operating basic tools and equipment of assigned trade(s).</p>	<p>Performs a variety of recurring and non-recurring tasks/functions. These tasks/functions may involve related or varying processes to test, renovate, overhaul, replace, and perform preventive maintenance on standard building systems. Provides technical assistance to others by troubleshooting standard facilities maintenance issues and determining their cause. May mentor other technicians.</p>	<p>Routinely and consistently performs widely varying and broad, functionally diverse facility maintenance assignments requiring in-depth analysis and problem solving regarding the most complex, non-routine building systems, using advanced skills related to assigned trade areas. Serves as a technical expert within the work unit. Guides, directs and coaches others regarding application and interpretation of technical issues. Mentors other technicians. 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 the most complex building systems trades area as well as a general understanding of one or more different trades areas.</p>

Competency	Contributing	Journey	Advanced
Problem Solving	Identifies facilities-related maintenance problems and implements standard courses of action to resolve problems within established project timeframes following administrative and technical requirements. May involve higher-level technician when dealing with non-routine issues to determine most appropriate course of action. Solves problems of limited complexity or refers to appropriate skilled technicians.	Identifies facilities-related maintenance problems that require in-depth analysis, and identifies options for solving those problems. Solve unusual facility maintenance problems that require the application of journey level trades knowledge and determines the most effective and efficient course of action. May gather and analyze/interpret information to better understand the nature of the problem. May seek input from subordinates, peers, and/or managers in the decision-making process in order to solve the problem. Troubleshoots and evaluates options; chooses appropriate action by considering potential outcomes. Ensures the problem is appropriately addressed.	Anticipates and proactively pursues facilities-related maintenance issues and/or problems. Recognizes inherent problems with procedures and practices and makes suggestions for improvement. May include management, peers, and subordinates in the decision-making process to gain the support and acceptance of all parties.
Attention to Detail	Follows instructions through standard work-orders for assigned tasks. Performs routine or repetitious tasks completely and accurately. Checks work for mistakes before completion of tasks. Compares finished work to what is expected. Seeks approval of supervisor based upon complexity of task completed.	Ensures all work meets and/or exceeds applicable codes and standards. Checks and re-checks work prior to, during, and after completion. Ensures that all parts of a project/task are completed. Uses appropriate record keeping methods. May troubleshoot assigned task/system.	Checks and re-checks work of others considering accuracy with respect to standards and codes. Considers options and details that are not obvious. Troubleshoots total systems. Integrates highest quality control standards into work.

Competency	Contributing	Journey	Advanced
Coordination – Work	Understands objectives and priorities related to activities and tasks in order to follow plans and scheduled projects. Recognizes and obtains required equipment, materials, and tools that are needed to do the job. Accomplishes tasks within established timeframes. Understands obstacles/roadblocks, by following prescribed processes to ensure timely task accomplishment.	Assigns project/work by breaking them down into tasks. Sets objectives and prioritizes activities and tasks, adjusts priorities when appropriate. Takes advantage of available resources (personnel, processes, departments, and tools) to complete work efficiently. Anticipates obstacles/roadblocks and prepares alternative plans to ensure timely task accomplishment. Uses time effectively and does not let distractions interfere with completion of the job/project.	Identifies critical and less critical activities and tasks, develops timelines and milestones. Sets objectives and clearly prioritizes activities and tasks, adjusts priorities when appropriate. Allocates appropriate resources and time for completing own and other’s work; avoids scheduling conflicts.
Communication	Relays message through verbal/written means in a clear and effective manner; listens to others. Ensures that information gets to the right person within the agreed upon time frames. Uses appropriate terminology that is easy for others to understand. Understands and follows applicable codes, instructions, policies, procedures, rules, regulations, laws, etc., related to facilities maintenance.	Clarifies the purpose and importance of directives, instructions, and messages; presents information in a clear and concise manner. Seeks input, listens, and checks for mutual understanding; asks for and provides clarification as needed. Explains purpose and procedures of facilities maintenance projects in terminology easily understood by others.	Persuades and negotiates to build rapport when establishing goals and objectives for facilities maintenance projects. Assesses and weighs the impact of the message on the organization, customer, and/or others, including regulatory implications. Advises and consults with others to ensure accuracy and appropriateness of applicable codes, instructions, policies, procedures, rules, regulations, laws, etc., related to facilities maintenance.

Competency	Contributing	Journey	Advanced
Safety and Health Compliance	Performs tasks and duties safely to avoid danger to self and others. Identifies and informs supervisor of potential safety problems. Warns others of potential hazards. Uses appropriate protective equipment following established protocols. Incorporates accident prevention and corrective measures in work related activities. Follows appropriate post-emergency procedures.	Anticipates, identifies, and may resolve potential safety problems and unsafe work practices in assigned area. Demonstrates to employees and others, safe ways to perform job tasks or the use of equipment. Informs supervisor of unusual safety concerns and makes recommendations for resolution. Determines appropriate protective equipment based on established standards. Regularly assesses site and shop operations for safety.	Regularly assesses safety conditions; identifies, communicates, and implements accident prevention and corrective measures in work related activities. Enforces appropriate post-emergency procedures. Anticipates departmental safety issues and takes proactive steps to maximize safe operations and measure the effectiveness of action. Provides administrative follow-up for incidents/issues.
Client/Customer Service	Promptly and attentively responds to customer requests within established parameters and time frames. Performs work in the least disruptive manner possible to customers. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Identifies options, develops solutions, and takes action when responding to customer requests. Satisfies individual customer requests while balancing multiple priorities. Assesses or checks with customer to ensure solution meets request. Develops effective working relationships with internal/external customers (vendors, subcontractors, etc.) that further the work unit's goals. Reviews customer requests and seeks clarification as needed.	Identifies and resolves trends and work issues that impact service delivery to groups or individual customers. Makes recommendations to improve service delivery based on customer feedback. Makes recommendations to streamline processes/procedures, remove barriers, and link resources for efficient and effective customer service. Develops creative, alternative solutions to respond to complex service needs.