



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

Description of Work:

Positions in this class perform small engine, automotive, heavy equipment and/or marine mechanic work. Employees perform a wide range of progressively responsible tasks involving the service, inspection, repair, rebuild and diagnosis of a diverse number of mechanical systems for a variety of gasoline, diesel, and alternative powered engines/equipment. Work ranges from inspection and service to highly complex mechanical systems analysis using advanced diagnostic instruments and software; conducting parts/systems failure analysis; and the calibration, adjustment and operation of engine analyzers. Standard operational guidelines, shop safety procedures, vendor manuals and manufacturer publications and bulletins are normally established and employees apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations. Employees must routinely determine materials, techniques and tools to accomplish work assignments. Work assignments vary in complexity depending on the type of mechanical system and ancillary components/equipment. Assignments are normally received in the form of written or verbal work orders, which usually indicate the general nature of the task or describe the nature of the problem. Positions may be required to possess and maintain required certification, licensure, educational level, and/or experience criteria, as applicable to the tasks being performed.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
Performs semi-skilled and skilled small engine, automotive, heavy equipment and/or marine mechanic work. Performs 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. Examples: Safety/State/Emissions Inspections, preventative maintenance, light repairs and minor diagnostics; tune-ups, brake jobs	Performs 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	Performs a number of widely varying and diverse assignments that require in-depth analysis and advanced 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

(replace pads/shoes, replace/refinish rotor and drums), replace belts, alternators, and regulators.	resources to troubleshoot issues.	repair manuals, schematics and on-line resources to troubleshoot various complex issues; fabricate parts/systems for specific uses.
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Competency	Definition
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).
Safety and Health Compliance	Demonstrates an understanding of applicable policies and procedures, and maintains conditions that ensure a healthy and safe working environment.
Problem Solving	Identifies problems, determines possible solutions, and actively works to resolve the issues.
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.
Communication	Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.

Competency	Contributing	Journey	Advanced
Knowledge – Technical	<p>Performs 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. 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.</p>	<p>Understands both standard and non-standard work processes. Performs 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 for repair. 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.</p>	<p>Performs 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. 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.</p>
Safety and Health Compliance	<p>Performs tasks safely to avoid danger to self or others; identifies and informs supervisor of potential shop safety problems; uses appropriate protective equipment in a safe manner.</p>	<p>Identifies, reports, and helps to resolve potential shop safety problems and unsafe work practices; shows co-workers safe ways to perform job tasks or use equipment; incorporates accident prevention and corrective measures in all activities; regularly assesses shop safety conditions.</p>	<p>Demonstrates commitment to provide safe working environment by leading by example; follows appropriate post-emergency procedures. Leads shop safety efforts and regularly communicates safety-related operational items.</p>

Competency	Contributing	Journey	Advanced
Problem Solving	N/A	Follows instructions or standard operating procedures for assigned tasks; asks for clarification of instructions as needed; performs routine or repetitious tasks completely and accurately; checks work for mistakes prior to review; compares finished work to what is expected	Independently takes necessary actions to ensure that non-routine, non-repetitious industry service standards and procedures are followed when handling multiple, complex assignments. Checks and rechecks work prior to and after completion; seeks approval of supervisor upon completion of assignment; uses appropriate record-keeping methods. Reads and interprets Original Equipment Manufacturer (OEM) manuals and uses diagnostic tools.
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.

Competency	Contributing	Journey	Advanced
Communication	Listens to instructions and asks necessary questions to complete tasks. Communicates and cooperates effectively with coworkers, clients, and management.	Understands and responds to standard questions. Demonstrates abilities to identify non-standard questions and determine the appropriate resource to consult/respond. Communicates and cooperates effectively with coworkers, clients, and management.	Leads by example in overcoming communication problems in the work area. Understands the chain of communication, who to contact and when. Communicates sufficient information to keep the supervisor informed. Communicates and cooperates effectively with coworkers, clients, and management.

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.