



The University of North Carolina Wilmington

## Environmental Services Technician Competency Profile

### DESCRIPTION OF WORK:

Work in this class involves providing important institutional services support for State agencies and universities in building environmental services and grounds. Employees perform a variety of duties in the care and cleaning of residence halls, offices, and grounds maintenance. Work is guided by a daily schedule for general assignments. Duties may include physically strenuous activities such as operating heavy equipment, and delivering large quantities of grounds maintenance or housekeeping supplies. Duties may include performing housekeeping, floor maintenance, grounds maintenance, and landscaping tasks.

Competency	Definition
<b>Knowledge—Technical</b>	Achieves a satisfactory 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.
<b>Interpersonal Skills</b>	Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.
<b>Customer Service</b>	Knows mission of the organization and how own work activities impact clients and the organization. Understands and responds to needs of a variety of clients. Knows the role of clients in the work environment.
<b>Communication</b>	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.
<b>Safety and Health Compliance</b>	Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment.

<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Knowledge—Technical</i></b>	Understands work schedules and diagrams of buildings to arrive at the assigned work area on a timely basis. Performs basic cleaning (sweeping, mopping, scrubbing, dusting, disinfecting, vacuuming, and/or replenishing supplies/products) to keep working areas in a clean and orderly condition. Cleans the interior and exterior of buildings, using the appropriate materials. Maintains lawns and shrubberies using small hand/power equipment, and performs other grounds keeping tasks as requested (mulch, weed, prep and installation of beds, shrub and tree leaf removal).	Reads work schedules for assigned tasks. Operates standard commercial machines and services equipment to keep machines functioning properly and efficiently. Determine maintenance products and processes to use in assigned tasks and follow written instructions on labels. Applies specialized maintenance products (environmental controls). Ability to install routine fixtures and make routine repairs. May assist with maintaining an inventory of materials. Ability to drive and deliver products.	Maintains an inventory of cleaning materials, everyday maintenance supplies, and equipment to ensure appropriate levels needed to perform work. Ability to order supplies based on unit needs. May serve as a lead worker and coordinate work for others. Ability to interpret instructions. Ability to determine appropriate use of, operation of, and maintenance of specialized/large equipment. Maintains current licensure for environmental control application.
<b><i>Interpersonal Skill</i></b>	Interacts with others in the work area in a manner that encourages accomplishment of work tasks.	Develops and maintains effective working relationships with others in order to encourage and support communication and teamwork. Coordinates work of others, and may cross work units to resolve problems.	Leads others by example in work tasks and crosses work units when problem solving.
<b><i>Customer Service</i></b>	Effectively listens and responds to customer needs.	Recognizes, addresses and resolves potential problems in service.	Responds to, addresses and resolves customer needs or problems. Represents the work area when needed to customers on matters of concern.
<b><i>Communication</i></b>	Listens to instructions and asks necessary questions to complete tasks. Communicates with fellow workers in a manner that allows work to be completed.	Understands and responds to standard questions. Demonstrates abilities to identify non-standard questions and determine the appropriate resource to consult/ respond.	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.
<b><i>Safety and Health Compliance</i></b>	Recognizes and follows prescribed safety procedures and regulations.	Understands prescribed safety procedures and regulations; identifies and refers non-standard problems to supervisor. Services, cleans, and/or replaces maintenance equipment and machinery.	Determines and enforces prescribed safety procedures and regulations. Performs routine servicing of tools and equipment safely to ensure safe operation. Reports safety concerns and recommends solutions.