






Facilities Operations Coordinator

 COMPETENCY	 NOVICE	 EMERGING	 PROFICIENT	 ADVANCED
Occupation-Specific Competencies				
<p>Operations Data Management <i>Uses record keeping and data analysis to appropriately plan and coordinate maintenance tasks.</i></p>	<p>Collects appropriate data, including appropriate attributes.</p> <p>Inputs data accurately into the Computerized Maintenance Management System (CMMS) or other system if appropriate.</p> <p>Navigates and generates service requests within the CMMS.</p>	<p>Performs increasingly complex tasks in the CMMS with supervision by making data changes and utilizing reporting.</p> <p>Drafts appropriate outage notifications.</p>	<p>Uses the Computerized Maintenance Management System (CMMS) to plan routine and preventive maintenance.</p> <p>Enters service report data into the CMMS independently and with minimal errors.</p> <p>Manages database with limited supervision.</p> <p>Creates departmental notifications as necessary.</p> <p>Compiles data and reports for business reviews.</p>	<p>Plans and coordinates appropriate departmental maintenance tasks independently.</p> <p>Pulls reports from CMMS as needed.</p>

<p>Operations Data Analysis <i>Analyzes data to appropriately make recommendations about maintenance tasks.</i></p>	<p>Identifies whether a basic maintenance issue is expected or unexpected.</p> <p>Demonstrates basic understanding of implications of a maintenance issue (for example, the issue expedites wear and tear on a part vs. the issue causes a catastrophic failure that could pose a safety hazard).</p> <p>Analyzes data to make <i>basic</i> suggestions about <i>corrective</i> maintenance actions.</p>	<p>Analyzes the data within the CMMS to make <i>more complicated</i> recommendations about <i>corrective and preventive</i> maintenance tasks.</p>	<p>Analyzes the data within the CMMS to make recommendations for <i>corrective, preventive, and predictive</i> maintenance.</p>	<p>Builds basic plans to mitigate hazards during project planning.</p> <p>Creates reports for business reviews.</p> <p>Analyzes the data within the CMMS to make <i>complex</i> recommendations about <i>corrective, preventive, predictive, and life cycle</i> maintenance tasks and supports supervisor in making decisions.</p>
<p>Maintenance <i>Uses knowledge of relevant systems and machines that need maintenance to perform job functions.</i></p>	<p>Appropriately identifies core functions of Facility Maintenance.</p> <p>Identifies appropriate trade and maintenance personnel to perform a specific task in a work order.</p>	<p>Demonstrates <i>basic</i> understanding of relevant systems and machines that need maintenance.</p>	<p>Demonstrates <i>more complex</i> understanding of relevant systems and machines that need maintenance.</p>	<p>Demonstrates specialized knowledge in a relevant system or machine that needs maintenance.</p>

<p>Customer Service <i>Understands principles and processes for providing customer and personal services. This includes assessing customer needs, meeting quality standards for services, and keeping customers informed.</i></p>	<p>Addresses internal and/or external customers in a polite and friendly manner.</p> <p>Uses communication tools and technologies proficiently and consistently with internal customers.</p>	<p>Meets basic internal and/or external customer needs.</p> <p>Engages the proper employee to help with more complex internal and/or external customer needs.</p>	<p>Independently meets internal and external customer needs.</p> <p>Uses communication tools and technologies proficiently and consistently with all customers, including external if applicable.</p>	<p>Independently meets more complex internal and/or external customer needs at higher escalation points.</p> <p>Identifies both positive and negative situations that must be communicated to internal and/or external customers to keep them informed.</p>
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<p>Business Administration <i>Performs administrative tasks that support the overall efficiency and success of the business.</i></p>	<p>Participates appropriately in department meetings.</p> <p>Demonstrates basic understanding of core business software (ex. Office 360).</p> <p>Appropriately navigates company information storage systems (ex. Sharepoint sites).</p> <p><u>If applicable:</u> Demonstrates knowledge of how security clearances work in the departments they interact with.</p>	<p>Appropriately takes meeting notes.</p> <p>Appropriately originates soft files and folders on both local and cloud sites (ex. Sharepoint).</p> <p>Generates basic charts using Excel or other relevant software.</p> <p><u>If applicable:</u> Demonstrates understanding of security clearance protocols.</p>	<p>Appropriately creates meeting invites that include accurate information and invites the necessary people.</p> <p>Manages distribution lists.</p> <p><u>If applicable:</u> Collaborates with security clearance personnel to coordinate entry to security clearance areas.</p>	<p>Organizes and facilitates meetings.</p> <p>Appropriately acts as a liaison between building customers and facility maintenance.</p> <p>Generates full slide decks for presentations.</p> <p>Builds distribution lists and forms.</p> <p><u>If applicable:</u> Holds a security clearance.</p>
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<p>Company Policy and Safety <i>Demonstrates understanding of the company's policies and safety practices.</i></p>	<p>Upholds standard company safety requirements.</p> <p>Upholds various requirements in different areas of the facility. (For example, wearing a hardhat or goggles where required.)</p> <p>Demonstrates familiarity with the applicable governmental regulations and company-specific policies used to meet those regulations.</p> <p><u>If applicable:</u> Differentiates between expectations and policies for union and non-union work force.</p>	<p>Demonstrates knowledge of basic project-specific safety requirements prior to the start of a project.</p> <p>Identifies appropriate basic actions to take in response to an environmental incident or hazard.</p> <p>Appropriately connects daily tasks to the applicable governmental regulations and company-specific policies used to meet those regulations.</p> <p><u>If applicable:</u> Demonstrates a basic knowledge of craftsman's responsibilities as it pertains to union rules.</p>	<p>Uses understanding of regulatory and time bound service requests to perform job functions.</p> <p>Takes appropriate basic action in response to an environmental incident or hazard.</p> <p>Uses best practices from the applicable governmental regulations and company-specific policies used to meet those regulations to perform job functions.</p> <p>Anticipates impact on process safety management when there is a change within the facility that impacts scope and scale of risk.</p> <p><u>If applicable:</u> Demonstrates knowledge of the union collective bargaining agreement.</p>	<p>Conducts a safety analysis of an operation.</p> <p>Uses the applicable governmental regulations and company-specific policies used to meet those regulations to communicate necessary actions or changes. (For example, appropriately oversees securing of company and local government permits.)</p> <p><u>If applicable:</u> Appropriately serves as a member of a safety committee.</p> <p><u>If applicable:</u> Appropriately shadows colleagues in union grievance resolutions.</p>
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<p>Project and Subcontract Management <i>Uses project management tools to meet and report on project delivery date; manages bids and proposals from outside contractors; inspects completed work; verifies final invoice pricing.</i></p>	<p>Participates in inspections of in-process or completed projects.</p> <p>Demonstrates basic knowledge of new construction versus maintenance work.</p> <p>Demonstrates a basic understanding of budgets and schedules as they relate to a project or managing a subcontract.</p>	<p>Supports in establishing service contracts.</p> <p>Submits bid requests to outside contractors.</p> <p>Performs scheduling, budget, change order, invoicing, and closeout administrative tasks with minimal supervision.</p> <p>Uses project management tools to meet and report on project delivery dates.</p>	<p>Verifies that invoicing matches the scope of work or proposal and takes appropriate action if there are discrepancies.</p> <p>Verifies that work is completed as stated in the contract.</p> <p>Approves invoices for payment.</p> <p>Develops statements of work and solicits service contracts.</p> <p>Maintains and updates schedules and provide progress updates to teams.</p> <p><i>Effectively</i> uses project management tools to meet and report on project delivery dates in increasingly complex projects.</p>	<p>Independently manages components of a project as appropriate.</p> <p>Uses understanding of budgets and schedules to meet delivery dates in complex projects.</p>
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<p>Supply Chain Management <i>Uses knowledge of procurement and inventory management to perform job functions.</i></p>	<p>Demonstrates knowledge of the inventory tracking system.</p> <p>Demonstrates basic understanding of inventory storeroom.</p> <p>Performs accurate inventory counts.</p> <p>Demonstrates understanding of a bill of materials.</p>	<p>Uses inventory tracking system with support from supervisor.</p> <p>Demonstrates understanding of how the sourcing of materials impacts the timeline of procuring the material.</p> <p>Researches potential sources for materials and shares findings in an appropriate manner.</p> <p>Accurately completes administrative tasks related to procurement and inventory.</p>	<p>Uses inventory software and data base accurately and independently.</p> <p>Purchases materials with supervision.</p> <p>Uses knowledge of the timelines within the supply chain to determine when and how much inventory to reorder.</p> <p>Accurately completes statements of work.</p>	<p>Independently purchases materials.</p> <p>Balances understanding of timelines within the supply chain, business importance of materials, and cost of materials to make recommendations for inventory levels and purchase timing.</p>
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