## **Facilities Management**

## Housekeeping

The maintenance of physical facilities



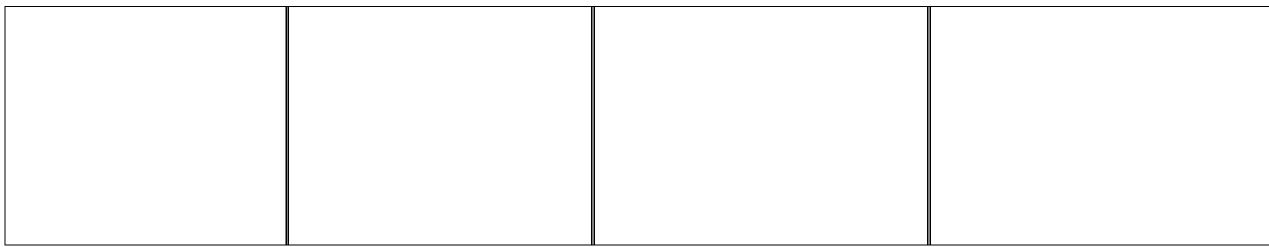
## **Facilities Management**

COMPETENCIES, SKILLS, AND KNOWLEDGE ARE CUMULATIVE AS STAGES PROGRESS. Career paths in this group may be customized at each stage for specific departments or areas and for specific projects within those departments or areas.

Organizational Values: Examples.....Public Contact, Help others, etc.

First Stage - Emerging	Second Stage - Proficient	Third Stage - Advanced	Fourth Stage - Expert
• Performs basic housekeeping duties including dusting, vacuuming, mopping, stripping and finishing floors, cleaning carpets, cleaning bathrooms and removal of trash.	Demonstrated proficiency with basic cleaning techniques including: carpet cleaning, dust/damp mopping, equipment care, floor refinishing, green cleaning and microfiber technology.     Proficient in learning to perform special project work.	<ul> <li>Increasing proficiency and progressive knowledge with cleaning techniques and equipment including: carpet cleaning, chemical dilution systems, dust/damp mopping, equipment care, floor refinishing, green cleaning and microfiber technology.</li> <li>Maintain various equipment and supplies.</li> <li>Anticipate and solve problems on the job.</li> </ul>	<ul> <li>TYPICAL WORK:</li> <li>Conduct inspections of cleaning deficiencies.</li> <li>Fill in when the Supervisor in absent.</li> <li>Demonstrated proficiency in intermediate cleaning techniques including chemical dilution, inspections, cleaning deficiencies, green cleaning and microfiber technology.</li> <li>Knowledge of basic policies and procedures.</li> </ul>
<ul> <li>KNOWLEDGE AND EDUCATION</li> <li>0-2 years related experience</li> </ul>	<ul> <li>KNOWLEDGE AND EDUCATION:</li> <li>2 years minimum experience with one year at UVa.</li> <li>Completion of one basic development course; (Basic Computer Skills, completion of Skillsoft series, Spartan chemical clean check module, etc).</li> </ul>	<ul> <li>KNOWLEDGE AND EDUCATION:</li> <li>Completion of Essential Workskills</li> <li>4 years minimum experience with two years at UVa.</li> <li>Completion of two additional development courses; (Advanced computer course, customer service, ISSA, or IEHA).</li> </ul>	<ul> <li>KNOWLEDGE AND EDUCATION:</li> <li>High School Diploma or equivalent</li> <li>4 years minimum experience with a preference for 4 to 7 years of experience.</li> <li>Completion of three additional electives that might include; (ISSA, IEHA, Introduction to Supervision classes, etc).</li> </ul>
Link to development opportunities	Link to development opportunities	Link to development opportunities	Link to development opportunities

COMPETENCIES:	COMPETENCIES:	COMPETENCIES:	COMPETENCIES:
COMPETENCIES ARE CUMULATIVE AS STAGES	(Attains satisfactory performance evaluation	(Attains satisfactory performance evaluation	(Attains satisfactory performance evaluation in
Impact - Consistently displays professionalism and confidence; creates a positive first impression as an individual and as a representative of the University.  Individual Efficiency - Effectively manages time and resources to ensure that individual work is completed efficiently.  Link to development opportunities	In each competency.)  Technical/Professional Knowledge - Is professionally and technically accomplished to perform one's job.  Impact  Individual Efficiency  Link to development opportunities	In each competency.)  Develops self and others - Continually strives to develop work skills. Identifies and pursues learning and career development goals. Effectively applies new learning and development in daily work and career progression  Accountable for Results - Takes responsibility for accomplishing goals and achieving quality results. Follows through on commitments; is always there in the clutch.  Impact  Individual Efficiency  Technical/Professional Knowledge  Link to development opportunities	Leadership Presence: Leads by consistent example.  Teamwork: Develops and uses collaborative relationships to build informal or formal teams and accomplish goals.  Communicates effectively - Clearly conveys information and ideas to individuals and groups through a variety of communications modes, including formal presentations. Practices attentive and active listening; synthesizes information from multiple resources and incorporates it into current discussion content.  Develops self and others  Accountable for Results Impact Individual Efficiency Technical/Professional Knowledge  Link to development opportunities
SKILLS:	SKILLS:	SKILLS:	SKILLS:
Skills ARE CUMULATIVE AS STAGES PROGRESS.	(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)	(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)	(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)  Handling complaints  Serving  Timing  Mosting the public
Serving Meeting the public Listening	Serving  Communicating Meeting the public  Remembering Listening	Explaining Serving Handling detail work Meeting the public Communicating Listening	Organizing Meeting the public Listening Record Keeping Operating (equipment
Operating (equipment)	Operating (equipment)	Remembering Operating (equipment)	Communicating Explaining Remembering Handling detail work
Link to development opportunities	Link to development opportunities:	Link to development opportunities	Link to development opportunities



**Working Titles:** 

(Working titles are not necessarily associated with a particular stage, but encompass the entire Housekeeping path)

Housekeeping Worker 1

Housekeeping Worker 2

Housekeeping Lead Worker