## Facilities Management
### Housekeeping
*The maintenance of physical facilities*

### Competencies, Skills, and Knowledge
- **0-2 years related experience**
- Completion of one basic development course; (Basic Computer Skills, completion of Skillsoft series, Spartan chemical clean check module, etc).
- High School Diploma or equivalent
- 4 years minimum experience with a preference for 4 to 7 years of experience.
- Completion of three additional electives that might include; (ISSA, IEHA, Introduction to Supervision classes, etc).

### First Stage - Emerging
**Typical Work:**
- Performs basic housekeeping duties including dusting, vacuuming, mopping, stripping and finishing floors, cleaning carpets, cleaning bathrooms and removal of trash.

**Knowledge and Education:**
- 0-2 years related experience

### Second Stage - Proficient
**Typical Work:**
- 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.

**Knowledge and Education:**
- 2 years minimum experience with one year at UVa.
- Completion of one basic development course; (Basic Computer Skills, completion of Skillsoft series, Spartan chemical clean check module, etc).

### Third Stage - Advanced
**Typical Work:**
- 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.
- Maintain various equipment and supplies.
- Anticipate and solve problems on the job.

**Knowledge and Education:**
- Completion of Essential Workskills
- 4 years minimum experience with two years at UVa.
- Completion of two additional development courses; (Advanced computer course, customer service, ISSA, or IEHA).

### Fourth Stage - Expert
**Typical Work:**
- Conduct inspections of cleaning deficiencies.
- Fill in when the Supervisor is absent.
- Demonstrated proficiency in intermediate cleaning techniques including chemical dilution, inspections, cleaning deficiencies, green cleaning and microfiber technology.
- Knowledge of basic policies and procedures.

**Knowledge and Education:**
- High School Diploma or equivalent
- 4 years minimum experience with a preference for 4 to 7 years of experience.
- Completion of three additional electives that might include; (ISSA, IEHA, Introduction to Supervision classes, etc).

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

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**Link to development opportunities**
### COMPETENCIES:
**COMPETENCIES ARE CUMULATIVE AS STAGES PROGRESS.**

#### 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**

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### COMPETENCIES:
**(Attains satisfactory performance evaluation in each competency.)**

#### Technical/Professional Knowledge
- Is professionally and technically accomplished to perform one’s job.

**Impact**
- Individual Efficiency

**Link to development opportunities**

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### COMPETENCIES:
**(Attains satisfactory performance evaluation 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**

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### COMPETENCIES:
**(Attains satisfactory performance evaluation in each competency.)**

#### 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**

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### SKILLS:
**SKILLS ARE CUMULATIVE AS STAGES PROGRESS.**

#### Serving
- Meeting the public
- Listening
- Operating (equipment)

**Link to development opportunities**

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### SKILLS:
**(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)**

#### Serving
- Meeting the public
- Listening
- Operating (equipment)

**Link to development opportunities**

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### SKILLS:
**(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)**

#### Serving
- Meeting the public
- Listening
- Operating (equipment)

**Link to development opportunities**

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### SKILLS:
**(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)**

#### Handling complaints
- Serving

#### Timing
- Meeting the public

#### Organizing
- Listening

#### Motivating
- Operating (equipment)

#### Record Keeping
- Explaining

#### Communicating
- Handling detail work
- Remembering

**Link to development opportunities**

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### SKILLS:
**(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)**

#### Handling complaints
- Serving

#### Timing
- Meeting the public

#### Organizing
- Listening

#### Motivating
- Operating (equipment)

#### Record Keeping
- Explaining
- Handling detail work
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