

# 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
<p><b>TYPICAL WORK:</b></p> <ul style="list-style-type: none"> <li>Performs basic housekeeping duties including dusting, vacuuming, mopping, stripping and finishing floors, cleaning carpets, cleaning bathrooms and removal of trash.</li> </ul>	<p><b>TYPICAL WORK:</b></p> <ul style="list-style-type: none"> <li>Demonstrated proficiency with basic cleaning techniques including: carpet cleaning, dust/damp mopping, equipment care, floor refinishing, green cleaning and microfiber technology.</li> <li>Proficient in learning to perform special project work.</li> </ul>	<p><b>TYPICAL WORK:</b></p> <ul style="list-style-type: none"> <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>	<p><b>TYPICAL WORK:</b></p> <ul style="list-style-type: none"> <li>Conduct inspections of cleaning deficiencies.</li> <li>Fill in when the Supervisor is 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>
<p><b>KNOWLEDGE AND EDUCATION</b></p> <ul style="list-style-type: none"> <li>0-2 years related experience</li> </ul> <p><a href="#">Link to development opportunities</a></p>	<p><b>KNOWLEDGE AND EDUCATION:</b></p> <ul style="list-style-type: none"> <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> <p><a href="#">Link to development opportunities</a></p>	<p><b>KNOWLEDGE AND EDUCATION:</b></p> <ul style="list-style-type: none"> <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> <p><a href="#">Link to development opportunities</a></p>	<p><b>KNOWLEDGE AND EDUCATION:</b></p> <ul style="list-style-type: none"> <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> <p><a href="#">Link to development opportunities</a></p>

<p><b>COMPETENCIES:</b> COMPETENCIES ARE CUMULATIVE AS STAGES PROGRESS.</p> <p><b>Impact</b> - Consistently displays professionalism and confidence; creates a positive first impression as an individual and as a representative of the University.</p> <p><b>Individual Efficiency</b> - Effectively manages time and resources to ensure that individual work is completed efficiently.</p> <p><a href="#"><u>Link to development opportunities</u></a></p>	<p><b>COMPETENCIES:</b> <i>(Attains satisfactory performance evaluation in each competency.)</i></p> <p><b>Technical/Professional Knowledge</b> - Is professionally and technically accomplished to perform one's job.</p> <p>Impact</p> <p>Individual Efficiency</p> <p><a href="#"><u>Link to development opportunities</u></a></p>	<p><b>COMPETENCIES:</b> <i>(Attains satisfactory performance evaluation in each competency.)</i></p> <p><b>Develops self and others</b> - 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</p> <p><b>Accountable for Results</b> - Takes responsibility for accomplishing goals and achieving quality results. Follows through on commitments; is always there in the clutch.</p> <p>Impact</p> <p>Individual Efficiency</p> <p>Technical/Professional Knowledge</p> <p><a href="#"><u>Link to development opportunities</u></a></p>	<p><b>COMPETENCIES:</b> <i>(Attains satisfactory performance evaluation in each competency.)</i></p> <p><b>Leadership Presence:</b> Leads by consistent example.</p> <p><b>Teamwork:</b> Develops and uses collaborative relationships to build informal or formal teams and accomplish goals.</p> <p><b>Communicates effectively</b> - 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.</p> <p>Develops self and others</p> <p>Accountable for Results</p> <p>Impact</p> <p>Individual Efficiency</p> <p>Technical/Professional Knowledge</p> <p><a href="#"><u>Link to development opportunities</u></a></p>
<p><b>SKILLS:</b> Skills ARE CUMULATIVE AS STAGES PROGRESS.</p> <p>Serving Meeting the public Listening Operating (equipment)</p> <p><a href="#"><u>Link to development opportunities</u></a></p>	<p><b>SKILLS:</b> <i>(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)</i></p> <p>Communicating Remembering</p> <p>Serving Meeting the public Listening Operating (equipment)</p> <p><a href="#"><u>Link to development opportunities:</u></a></p>	<p><b>SKILLS:</b> <i>(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)</i></p> <p>Explaining Handling detail work Communicating Remembering</p> <p>Serving Meeting the public Listening Operating (equipment)</p> <p><a href="#"><u>Link to development opportunities</u></a></p>	<p><b>SKILLS:</b> <i>(These do not need to be evaluated on LEAD@, but serve as a guide for setting goals and professional development)</i></p> <p>Handling complaints Timing Organizing Motivating Record Keeping Communicating Remembering</p> <p>Serving Meeting the public Listening Operating (equipment) Explaining Handling detail work</p> <p><a href="#"><u>Link to development opportunities</u></a></p>

--	--	--	--

**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