### Facilities Management

#### Housekeeping

*The maintenance of physical facilities*

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**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.

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<table>
<thead>
<tr>
<th>First Stage - Emerging</th>
<th>Second Stage - Proficient</th>
<th>Third Stage - Advanced</th>
<th>Fourth Stage - Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TYPICAL WORK:</strong></td>
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<tr>
<td>• Performs basic housekeeping duties including dusting, vacuuming, mopping, stripping and finishing floors, cleaning carpets, cleaning bathrooms and removal of trash.</td>
<td>• Demonstrated proficiency with basic cleaning techniques including: carpet cleaning, dust/damp mopping, equipment care, floor refinishing, green cleaning and microfiber technology.</td>
<td>• 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.</td>
<td>• Conduct inspections of cleaning deficiencies.</td>
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</tbody>
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<tr>
<th><strong>KNOWLEDGE AND EDUCATION:</strong></th>
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<tr>
<td>• 0-2 years related experience</td>
<td>• 2 years minimum experience with one year at UVa.</td>
<td>• Completion of Essential Workskills</td>
<td>• High School Diploma or equivalent</td>
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<td></td>
<td>• Completion of one basic development course; (Basic Computer Skills, completion of Skillsoft series, Spartan chemical clean check module, etc).</td>
<td>• 4 years minimum experience with two years at UVa.</td>
<td>• 4 years minimum experience with a preference for 4 to 7 years of experience.</td>
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<td>• Completion of two additional development courses; (Advanced computer course, customer service, ISSA, or IEHA).</td>
<td>• Completion of three additional electives that might include; (ISSA, IEHA, Introduction to Supervision classes, etc).</td>
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</table>

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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.

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

### 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.

### 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.

### SKILLS

SKILLS ARE CUMULATIVE AS STAGES PROGRESS.

**Serving**
Meeting the public
Listening
Operating (equipment)

**Communicating**
Remembering

**Handling complaints**
Serving
Meeting the public
Listening
Operating (equipment)

**Explaining**
Serving
Meeting the public
Listening
Operating (equipment)

**Handling detail work**
Serving
Meeting the public
Listening
Operating (equipment)

**Motivating**
Serving
Meeting the public
Listening
Operating (equipment)

**Record Keeping**
Serving
Meeting the public
Listening
Operating (equipment)

**Communicating**
Remembering

**Handling complaint**
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Listening
Operating (equipment)
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