

BUILDING & GROUNDS

Broad Occupational Category - 82

DUTIES AND RESPONSIBILITIES

- *Conduct grounds maintenance: mowing, trimming, watering, seeding, fertilizing, weeding, raking.*
- *Perform snow, ice, and debris removal from grounds and walkways.*
- *Operate and maintain landscaping and grounds equipment (mowers, chainsaws, snow removal equipment, sprayers).*
- *Inspect and evaluate facilities, grounds, and equipment for maintenance or safety needs.*
- *Conduct inspections related to safety compliance and hazard identification.*
- *Coordinate work with contractors or external service providers.*
- *Conduct semi-skilled building and equipment maintenance: painting, carpentry, plumbing, electrical.*
- *Order and track supplies, materials, and equipment.*
- *Ensure compliance with federal, state, and local regulations during projects.*
- *Train, mentor, and evaluate employees; ensure application of standards and policies.*
- *Plan grounds, horticultural, or landscaping projects.*
- *Install and maintain irrigation systems, sprinkler lines, and valves.*
- *Monitor compliance with environmental, safety, and horticultural regulations.*
- *Maintain records of safety incidents, accidents, and employee training.*
- *Develop work schedules and maintenance plans, including documenting work for billing, inventory, or compliance purposes.*

COMPETENCIES

- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others. (75%)
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Functional/Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Priority Setting:** Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

SMART Goal Prompting Questions

Conduct grounds maintenance: mowing, trimming, watering, seeding, fertilizing, weeding, raking

- What actions could you take to improve the quality, efficiency, consistency, or appearance of grounds maintenance activities?
- How will you measure success, such as improved grounds condition, reduced maintenance issues, better use of resources, or completion of scheduled work?
- What maintenance schedules, equipment practices, landscaping techniques, or planning tools could strengthen grounds maintenance?
- How does effective grounds maintenance support safe, attractive, and functional state facilities?
- By what date or maintenance season will you aim to improve grounds maintenance practices?

Perform snow, ice, and debris removal from grounds and walkways

- What steps could you take to improve the timeliness, safety, and effectiveness of snow, ice, and debris removal?
- How will you measure success, such as faster response times, fewer slip-and-fall hazards, improved walkway conditions, or reduced service disruptions?
- What equipment, response procedures, weather monitoring tools, or prioritization methods could strengthen removal operations?
- How does effective snow, ice, and debris removal support employee and visitor safety and continuity of facility operations?
- By what date or winter season will you aim to improve removal practices?

Operate and maintain landscaping and grounds equipment

- What actions could you take to improve the safe, efficient, and reliable operation and maintenance of grounds equipment?
- How will you measure success, such as reduced equipment downtime, fewer maintenance issues, improved equipment life, or increased operator safety?
- What operator training, preventive maintenance schedules, inspection checklists, or equipment management practices could strengthen equipment operations?
- How does proper equipment operation and maintenance support productivity, safety, and responsible use of public resources?
- By what date or maintenance cycle will you aim to improve equipment practices?

Inspect and evaluate facilities, grounds, and equipment for maintenance or safety needs

- What strategies could you use to improve the thoroughness and consistency of facility, grounds, and equipment inspections?
- How will you measure success, such as identifying issues earlier, reducing deferred maintenance, improving safety, or completing corrective actions more quickly?
- What inspection checklists, tracking systems, condition assessments, or prioritization methods could strengthen inspections?
- How does proactive inspection support safe facilities, preventative maintenance, and responsible asset management?
- By what date or inspection cycle will you aim to improve inspection practices?

Conduct inspections related to safety compliance and hazard identification

- What actions could you take to improve the identification, documentation, and correction of safety hazards?
- How will you measure success, such as fewer unresolved hazards, faster corrective actions, improved inspection results, or reduced safety incidents?
- What safety checklists, reporting tools, training, or hazard assessment methods could strengthen safety inspections?
- How does effective hazard identification support employee, visitor, and facility safety?
- By what date or safety review cycle will you aim to improve hazard inspection practices?

Coordinate work with contractors or external service providers

- What steps could you take to improve communication, coordination, and accountability when working with contractors and service providers?
- How will you measure success, such as improved completion times, fewer misunderstandings, stronger work quality, or better adherence to project requirements?
- What scheduling tools, communication procedures, scopes of work, or contractor performance measures could strengthen coordination?
- How does effective contractor coordination support quality work, timely project completion, and responsible use of public funds?
- By what date or project cycle will you aim to improve contractor coordination practices?

Conduct semi-skilled building and equipment maintenance: painting, carpentry, plumbing, electrical

- What actions could you take to improve the quality, efficiency, and safety of routine building and equipment maintenance?
- How will you measure success, such as reduced maintenance backlogs, faster completion, fewer repeat repairs, or improved facility conditions?
- What technical training, tools, maintenance procedures, or prioritization methods could strengthen maintenance capabilities?
- How does effective maintenance support safe, functional, and well-maintained state facilities?
- By what date or maintenance cycle will you aim to improve building maintenance practices?

Order and track supplies, materials, and equipment

- What strategies could you use to improve purchasing, inventory tracking, and availability of supplies and equipment?
- How will you measure success, such as fewer shortages, reduced excess inventory, improved purchasing efficiency, or lower costs?
- What inventory systems, reorder procedures, tracking tools, or supplier management practices could strengthen resource management?
- How does effective supply management support uninterrupted maintenance operations and responsible stewardship of public resources?
- By what date or inventory cycle will you aim to improve supply management practices?

Ensure compliance with federal, state, and local regulations during projects

- What actions could you take to strengthen compliance with applicable requirements during building and grounds projects?
- How will you measure success, such as successful inspections, fewer compliance issues, timely documentation, or reduced project corrections?
- What regulatory resources, project checklists, training, or review processes could strengthen compliance?
- How does regulatory compliance support safe, lawful, and successful facility projects?
- By what date or project cycle will you aim to improve project compliance practices?

Train, mentor, and evaluate employees; ensure application of standards and policies

- What steps could you take to improve employee training, mentoring, performance evaluation, and consistent application of workplace standards?
- How will you measure success, such as improved employee performance, fewer errors, increased competency, or stronger compliance with procedures?
- What training plans, coaching methods, performance measures, or job aids could strengthen employee development?
- How does effective employee development support safety, productivity, service quality, and workforce continuity?
- By what date or performance cycle will you aim to improve employee development practices?

Plan grounds, horticultural, or landscaping projects

- What actions could you take to improve the planning, scheduling, and execution of grounds or landscaping projects?
- How will you measure success, such as completion within schedule and budget, improved appearance, reduced maintenance needs, or increased sustainability?
- What project planning tools, site assessments, horticultural resources, or stakeholder input could strengthen project development?
- How does effective landscaping project planning support attractive, sustainable, and functional state properties?
- By what date or project season will you aim to improve landscaping project planning?

Install and maintain irrigation systems, sprinkler lines, and valves

- What strategies could you use to improve the reliability, efficiency, and maintenance of irrigation systems?
- How will you measure success, such as reduced water waste, fewer system failures, improved landscape health, or reduced repair costs?
- What irrigation inspections, preventive maintenance practices, system monitoring tools, or water-management techniques could strengthen performance?
- How does effective irrigation management support healthy grounds while promoting responsible use of water and resources?
- By what date or irrigation season will you aim to improve irrigation system practices?

Monitor compliance with environmental, safety, and horticultural regulations

- What actions could you take to improve monitoring and compliance with environmental, safety, and horticultural requirements?

- How will you measure success, such as fewer compliance issues, improved inspection results, reduced environmental impacts, or timely corrective actions?
- What regulatory tracking tools, training, inspection procedures, or documentation practices could strengthen compliance monitoring?
- How does effective compliance monitoring support safe facilities, environmental stewardship, and responsible grounds management?
- By what date or compliance cycle will you aim to improve regulatory monitoring practices?

Maintain records of safety incidents, accidents, and employee training

- What steps could you take to improve the accuracy, completeness, and timeliness of safety and training records?
- How will you measure success, such as fewer documentation errors, timely training records, improved audit results, or better identification of recurring safety concerns?
- What recordkeeping systems, reporting procedures, training trackers, or review processes could strengthen documentation?
- How do accurate safety and training records support accountability, compliance, and continuous improvement?
- By what date or reporting cycle will you aim to improve safety and training recordkeeping?

Develop work schedules and maintenance plans, including documenting work for billing, inventory, or compliance purposes

- What actions could you take to improve scheduling, prioritization, and documentation of building and grounds maintenance work?
- How will you measure success, such as fewer overdue tasks, improved workload balance, better resource utilization, or more accurate billing and inventory records?
- What scheduling systems, work-order tools, maintenance plans, or documentation standards could strengthen workflow management?
- How does effective scheduling and documentation support efficient operations, accountability, and responsible resource management?
- By what date or maintenance planning cycle will you aim to improve work scheduling and documentation practices?