FACILITY & FLEET



Broad Occupational Category - 84

DUTIES AND RESPONSIBILITIES

- *Maintain accurate records of repairs, inspections, and parts used.*
- *Conduct preventive maintenance on vehicles and equipment (fluids, filters, tires, lubrication).*
- *Perform routine maintenance on gasoline, diesel, and alternative-fuel vehicles.*
- *Ensure vehicles and equipment meet operational and safety standards.*
- *Respond to equipment malfunctions in the field.*
- *Maintain inventories of tools, parts, and supplies, including tracking equipment history and maintenance records.*
- *Establish workflow priorities and ensure deadlines are met.*
- *Enter information into computerized maintenance management systems.*
- *Evaluate repair costs and determine feasibility of repair vs. replacement.*
- *Maintain shop safety and ensure adherence to OSHA and environmental standards.*
- *Develop and implement preventive maintenance programs for facilities and equipment.*
- *Diagnose mechanical, electrical, hydraulic, and computer-controlled systems.*
- *Use computerized diagnostic tools and scanners to troubleshoot malfunctions.*
- *Inspect, test, and calibrate equipment to ensure safe and proper operation.*
- *Conduct inspections of vehicles and equipment to ensure safety and assess repair and maintenance needs.*

NEBRASKA
Good Life. Great Service.

COMPETENCIES

- **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.
- **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.
- **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.
- **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.
- **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.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **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.
- **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.

- **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.
- **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.
- **Learning on the Fly:** Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- **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.
- **Functional/Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Self-Knowledge:** Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+'s and -'s) performance reviews and career decisions.

SMART Goal Prompting Questions

Maintain accurate records of repairs, inspections, and parts used

- What actions could you take to improve the accuracy, completeness, and timeliness of records for repairs, inspections, and parts used?
- How will you measure success, such as reducing documentation errors, improving record completion rates, or making maintenance history easier to retrieve?
- What standardized forms, checklists, procedures, or electronic tracking tools could strengthen recordkeeping?
- How do accurate maintenance records support fleet reliability, accountability, budgeting, and future repair decisions?
- By what date or reporting cycle will you aim to improve maintenance recordkeeping practices?

Conduct preventive maintenance on vehicles and equipment

- What strategies could you use to improve the consistency and timeliness of preventive maintenance on vehicles and equipment?
- How will you measure success, such as reducing breakdowns, increasing on-time maintenance completion, or extending equipment service life?
- What maintenance schedules, checklists, reminders, or tracking systems could strengthen preventive maintenance activities?
- How does effective preventive maintenance reduce downtime, repair costs, and safety risks?
- By what date or maintenance cycle will you aim to improve preventive maintenance performance?

Perform routine maintenance on gasoline, diesel, and alternative-fuel vehicles

- What actions could you take to improve the efficiency, quality, and consistency of routine maintenance across different vehicle fuel types?
- How will you measure success, such as reducing repeat repairs, improving maintenance turnaround time, or increasing vehicle availability?
- What manufacturer guidance, maintenance schedules, training, tools, or procedures could strengthen routine vehicle maintenance?
- How does effective routine maintenance support vehicle reliability, safety, and operational readiness?
- By what date or maintenance cycle will you aim to improve routine vehicle maintenance practices?

Ensure vehicles and equipment meet operational and safety standards

- What steps could you take to improve the identification and correction of safety or operational deficiencies in vehicles and equipment?
- How will you measure success, such as reducing safety findings, increasing inspection compliance, or decreasing equipment-related downtime?
- What inspection standards, checklists, testing procedures, or regulatory references could strengthen safety oversight?
- How does maintaining safe and operational equipment support employees and the agency's ability to deliver services?
- By what date or inspection cycle will you aim to improve equipment safety and readiness?

Respond to equipment malfunctions in the field

- What strategies could you use to improve the speed and effectiveness of responding to vehicle and equipment malfunctions in the field?
- How will you measure success, such as reducing response times, shortening equipment downtime, or increasing successful first-visit repairs?
- What field-service procedures, diagnostic tools, replacement parts, communication methods, or emergency repair kits could strengthen response capabilities?
- How does timely field response support continuity of operations and minimize service disruptions?
- By what date or service cycle will you aim to improve field repair response?

Maintain inventories of tools, parts, and supplies, including tracking equipment history and maintenance records

- What actions could you take to improve inventory accuracy, availability, organization, and tracking of tools, parts, and supplies?
- How will you measure success, such as reducing stockouts, excess inventory, misplaced items, or delays caused by unavailable parts?
- What inventory controls, barcode systems, reorder points, or electronic tracking tools could strengthen inventory management?
- How does effective inventory and equipment-history management support efficient maintenance and responsible use of resources?
- By what date or inventory cycle will you aim to improve inventory and equipment tracking?

Establish workflow priorities and ensure deadlines are met

- What strategies could you use to improve prioritization and scheduling of maintenance and repair work?

- How will you measure success, such as increasing on-time completion, reducing backlogs, or improving turnaround times for priority repairs?
- What scheduling systems, priority criteria, workload tracking tools, or communication practices could strengthen workflow management?
- How does effective prioritization help ensure critical vehicles and equipment remain available when needed?
- By what date or reporting cycle will you aim to improve workflow and deadline management?

Enter information into computerized maintenance management systems

- What steps could you take to improve the accuracy, timeliness, and completeness of information entered into computerized maintenance management systems?
- How will you measure success, such as reducing data-entry errors, increasing timely entries, or improving the completeness of equipment histories?
- What system training, standardized data-entry practices, templates, or quality checks could strengthen data management?
- How does accurate maintenance-system data support planning, budgeting, inventory management, and fleet reliability?
- By what date or reporting cycle will you aim to improve maintenance system data quality?

Evaluate repair costs and determine feasibility of repair vs. replacement

- What actions could you take to improve the accuracy and consistency of repair-versus-replacement decisions?
- How will you measure success, such as improving cost estimates, reducing unnecessary repairs, extending useful equipment life, or identifying replacement needs earlier?
- What lifecycle-cost analysis, maintenance history, replacement criteria, or market information could strengthen these decisions?
- How do informed repair-versus-replacement decisions support fiscal stewardship and operational reliability?
- By what date or budget cycle will you aim to improve repair-versus-replacement evaluations?

Maintain shop safety and ensure adherence to OSHA and environmental standards

- What strategies could you use to improve shop safety and compliance with OSHA and environmental requirements?
- How will you measure success, such as reducing safety incidents, correcting hazards more quickly, or achieving successful inspections with fewer findings?

- What safety inspections, training, checklists, signage, procedures, or compliance reviews could strengthen the work environment?
- How does proactive safety and environmental compliance protect employees, equipment, and the agency?
- By what date or inspection cycle will you aim to improve shop safety and compliance?

Develop and implement preventive maintenance programs for facilities and equipment

- What actions could you take to strengthen or expand preventive maintenance programs for facilities, vehicles, and equipment?
- How will you measure success, such as reducing unexpected failures, increasing preventive maintenance completion rates, or lowering long-term repair costs?
- What maintenance schedules, asset-risk assessments, performance measures, or computerized tracking tools could strengthen the program?
- How does a comprehensive preventive maintenance program improve asset reliability and lifecycle management?
- By what date or maintenance cycle will you aim to implement or improve a preventive maintenance program?

Diagnose mechanical, electrical, hydraulic, and computer-controlled systems

- What steps could you take to improve your ability to diagnose complex mechanical, electrical, hydraulic, and computer-controlled system problems?
- How will you measure success, such as reducing diagnostic time, improving first-time repair rates, or reducing unnecessary parts replacement?
- What technical training, diagnostic procedures, manufacturer resources, or specialized equipment could strengthen troubleshooting capabilities?
- How does accurate diagnosis reduce downtime and improve the cost-effectiveness of repairs?
- By what date or development cycle will you aim to improve diagnostic capabilities?

Use computerized diagnostic tools and scanners to troubleshoot malfunctions

- What strategies could you use to improve your proficiency and efficiency in using computerized diagnostic tools and scanners?
- How will you measure success, such as reducing troubleshooting time, improving diagnostic accuracy, or increasing successful first-time repairs?
- What equipment training, manufacturer resources, software updates, or troubleshooting procedures could strengthen diagnostic practices?

- How does effective use of diagnostic technology support accurate repairs and reduce vehicle or equipment downtime?
- By what date or training/maintenance cycle will you aim to improve diagnostic-tool proficiency?

Inspect, test, and calibrate equipment to ensure safe and proper operation

- What actions could you take to improve the consistency, accuracy, and timeliness of equipment inspections, testing, and calibration?
- How will you measure success, such as increasing on-time calibration, reducing equipment failures, or identifying safety issues before equipment is placed into service?
- What calibration schedules, testing procedures, checklists, or specialized tools could strengthen equipment quality control?
- How does accurate inspection and calibration support safe, reliable, and compliant equipment operation?
- By what date or calibration cycle will you aim to improve inspection, testing, or calibration practices?

Conduct inspections of vehicles and equipment to ensure safety and assess repair and maintenance needs

- What strategies could you use to improve the thoroughness and consistency of vehicle and equipment inspections?
- How will you measure success, such as identifying maintenance needs earlier, reducing breakdowns, improving inspection completion rates, or reducing repeat deficiencies?
- What inspection checklists, condition-rating systems, digital inspection tools, or follow-up procedures could strengthen inspections?
- How does proactive inspection support safety, vehicle availability, and effective maintenance planning?
- By what date or inspection cycle will you aim to improve vehicle and equipment inspection practices?