

COMPETENCY MODEL FOR AUTO BODY REPAIR SUPERVISOR (3706)

The following competencies have been identified as those that best separate superior from satisfactory job performance in the class of **AUTO BODY REPAIR SUPERVISOR**. (Numbers refers to the order of the competencies in the Competency Bank.)

- 2. Mathematics
- 3. Judgment and Decision Making
- 8. Safety Focus
- 20. Job Knowledge
- 28. Supervision
- 33. Interpersonal Skills
- 47. Written Communication
- 49. Project Management

On the following pages are descriptions of each competency, including a definition, the level of the competency required for the class (*italicized, bolded, and underlined*), examples of behavioral indicators, and satisfactory and superior performance levels.

2. MATHEMATICS – Performs arithmetic or higher-level mathematical computations accurately.

Level of Competency Required by Job:

Level 1: Perform arithmetic computations (add, subtract, multiply, divide, ratios, percentages).

Level 2: Use algebra (substitute numbers for letters in a formula), geometry (angles, distances, area), and/or descriptive statistics (mean/median/mode, standard deviation, range).

Level 3: Apply and interpret calculus, inferential statistics (t-tests, correlations, ANOVA, multiple regression) or other very high level mathematics.

Examples of Behavioral Indicators:

- Quickly and accurately performs arithmetic computations.
- Appropriately selects and applies formulas for stated purpose.
- Correctly identifies an appropriate analysis for a specific purpose and selects the appropriate computer program for computation.
- Accurately interprets and presents results of mathematical/statistical computations.

Performance Levels:

Satisfactory

Knows mathematical requirements of the job and performs them correctly.
Verifies work to ensure accuracy.

Superior

Identifies additional opportunities for the application of mathematics in work.
Answers questions/trains others to assist them in their use of mathematics.

3. JUDGMENT AND DECISION MAKING

– Accurately assesses situations, seek new information if necessary, and applies all available information to reach sound conclusions/ formulate effective response.

Level of Competency Required by Job:

- Level 1: Training and guidelines needed to respond to immediate situations within very specific function are provided (or supervisor available to assist).
- Level 2: General Information and guidance to assist in responding to a variety of situations across a range of circumstances are provided.**
- Level 3: Little guidance available for responding to a wide range of complex situations with far-reaching and/or enduring consequences.

Examples of Behavioral Indicators:

- Effectively responds to atypical situations.
- Asks questions or otherwise obtains additional relevant information to make a decision.
- Formulates a decision and necessary actions based on available facts.
- Correctly infers appropriate response based on information provided and existing policies, personal experience, and/or consultation with others.
- Discusses conclusions/possible responses with others before taking action as necessary.
- Considers impact of decisions on all affected parties.

Performance Levels:

Superior

Satisfactory

Correctly assesses routine and unusual situations and reaches appropriate conclusions for actions needed. Obtains additional information and/or consults with others as necessary.

Evaluates new situations accurately to establish an appropriate response or plan of action. Recognizes the impact on all affected parties, as well as the possible ramifications and/or repercussions of setting a precedent.

8. SAFETY FOCUS – Performs work in a way that minimizes risk of injury to self or others.

Level of Competency Required by Job:

Level 1: Maintain awareness of unsafe conditions and actions to avoid injury.

Level 2: Follow safety rules/procedures; avoid known hazards in the work environment.

Level 3: Carefully follow safety rules and procedures and consistently use all necessary safety equipment.

Examples of Behavioral Indicators:

- Wears seat belt.
- Ensures safe physical work environment by taking actions such as eliminating unstable stacks of materials, closing drawers so filing cabinets will not tip over, and keeping pathways clear of tripping hazards.
- Reviews safety procedures before beginning each job with known hazards.
- Follows safety procedures while performing work even when it takes more time.
- Uses safety equipment such as goggles, gloves, and earplugs as required or warranted.
- Frequently checks safety equipment for proper condition and operation.

Performance Levels:

Satisfactory

Maintains awareness of personal safety to avoid injury or property damage during all work activities.

Superior

“Safety first.” Places avoidance of injury or property damage above all other job requirements. Mentions the need to follow safe work practices to co-workers. Actively seeks ways to avoid injury.

Auto Body Repair Supervisor (3706)
Safety Focus Knowledge Areas

1. Knowledge of health hazards related to the use of tools, equipment, and materials used in custom building and repairing of automotive equipment bodies, fenders, and accessories sufficient to ensure the safety of a crew or crews performing auto body repair work.
2. Knowledge of proper safety procedures such as use of eye, head, and respiratory protection: use of gloves, leather jackets and eye shields while welding; use of properly grounded electrical tools; use of safety guards when grinding; battery electric and hybrid vehicle safety procedures; sufficient to ensure the safety of a crew or crews doing auto body repair work.
3. Knowledge of the use of the Safety Data Sheet (SDS) and the proper procedures for handling, use, and storage of materials as shown on the Safety Data Sheet (SDS) sufficient to supervise a crew or crews performing auto body repair work.

20. JOB KNOWLEDGE – Knows information required to perform a specific job. Includes both widely available courses of study (for example, chemistry, human resources management, graphic arts) and City-specific information (parking regulation and ticketing practices; purchasing procedures; provisions of the City Charter).

Level of Competency Required by Job:

Level 1: Knowledge is concrete, factual, and/or procedural and may be defined by the organization. Situations in which it is applied are quite consistent.

Level 2: Knowledge is substantive and may be defined by an external trade, field, or profession. Situations in which it is applied vary and, as such, require breadth and depth of understanding.

Level 3: Knowledge is abstract, conceptual, and/or complex and may be supported by a well-defined academic discipline or authoritative sources (e.g., laws, ordinances, government guidelines/regulations/codes). Situations in which it is applied may vary greatly or be novel.

Examples of Behavioral Indicators:

- Performs work correctly/avoids technical (job content related) errors.
- Answers technical questions about work accurately.
- Asks few technical questions about the performance of routine work activities.
- Offers advice (“coaching”) to new employees regarding their work.
- Develops training programs for other employees.
- Sought out as a source of information by others.

Performance Levels:

Satisfactory

Sufficient job knowledge to perform work correctly independently. Answers technical questions about work correctly.

Superior

Expertise in technical job information sufficient to serve as a resource to others. May develop training manuals/ programs and/or give internal and/or external presentations related to work.

**Auto Body Repair Supervisor (3706)
Job Knowledge Areas**

1. Knowledge of equipment such as frame racks, pneumatic and electric tools, hydraulic jacks, manual chain and cable hoists, power shears and brakes, rollers, band saws and electric and gas welding equipment used in auto body building, auto body and fender repairing, and auto and metal painting sufficient to supervise a crew or crews doing auto body repair work.
2. Knowledge of materials such as body solder; plastic fillers; carbon fiber; fiberglass; various single and multi-stage paints, including lacquer, enamel, polyurethane, permabar coatings, and primer; and various attachment parts such as nuts and bolts and panel bonding adhesives used in auto body building, auto body and fender repairing, and auto and metal painting sufficient to supervise a crew or crews doing auto body repair work.
3. Knowledge of automotive standards relating to manufacturers' specifications such as body alignment, including height; vehicle superstructure; and mechanical parts used in auto body building, auto body and fender repairing, and auto and metal painting sufficient to supervise a crew or crews doing auto body repair work.
4. Knowledge of procedures used in auto body building, auto body and fender repairing, and auto and metal painting such as accident repair, refurbishing, component rebuilding, and vehicle modification sufficient to supervise a crew or crews doing auto body repair work.
5. Knowledge of departmental purchasing procedures sufficient to acquire and maintain an adequate supply of necessary materials and equipment used for auto body repair work.
6. Knowledge of budget preparation procedures sufficient to submit equipment, personnel, tools, alteration, and improvement requests for review by higher authority.
7. Knowledge of blueprints, plans, sketches, and written instructions sufficient to read, analyze, and delegate work to subordinates.
8. Knowledge of Fleet Information Management Systems (FIMS) and record keeping practices such as memorializing, filing, and grouping sufficient to assure accurate documentation of vehicle condition, shop work, and documents of records such as repair orders, and accident reports, time reports, injury reports, that may be used in legal proceedings.

9. Knowledge of special equipment such as battering rams, mobile laboratories, hazardous material vehicles, and individualized equipment requests sufficient to build or modify equipment to meet requestor's needs.
10. Knowledge of acetylene, metal inert gas (MIG), tungsten inert gas (TIG), spot welding, and soldering sufficient to perform work.
11. Knowledge of inventory maintenance systems used to control and document the use of materials and equipment sufficient to develop, install, and supervise the system.

28. SUPERVISION – Ability to assume direct responsibility for all aspects of the performance of a work group, which requires knowledge and/or ability in the areas of:

- Planning and goal setting
- Creating a safe and positive work environment
- Establishing standards and training employees
- Motivating employees and teambuilding
- Performance Management (assigning, monitoring, facilitating, reviewing and evaluating work, and providing feedback)
- Supporting and developing employees through delegation and participation
- Taking disciplinary action including progressive discipline
- Provisions of employees' MOU's and handling grievances
- Legal requirements including EEO, ADA, FLSA, FMLA, and Workers' Compensation provisions
- Civil Service Commission Rules and Policies related to the management of employees
- Administrative Code provisions related to the management of employees
- Budget processes sufficient to request and justify expenditures in a correct and timely manner

Level of Competency Required by Job:

- Level 1: Supervises small workgroup of employees performing the same or highly related work.
- Level 2: **Supervises a larger workgroup of employees performing various types of work.**
- Level 3: Supervises employees including provision of coaching and advice to subordinate supervisors.

Examples of Behavioral Indicators:

- Plans, assigns, and monitors work progress
- Trains employees to do work
- Evaluates work and gives positive and negative feedback.
- Displays knowledge of legal requirements including applicable Federal and State laws, Administrative Code provisions, Civil Service Commission Rules and Policies, and MOU provisions

Performance Levels:

Satisfactory

Proficiency in supervision sufficient to supervise a workgroup in terms of task orientation, interpersonal concerns, and personnel administration.

Superior

Proficiency in supervision sufficient to serve as a resource to others and/or represent department position in a public forum.

**Auto Body Repair Supervisor (3706)
Supervision Knowledge Areas**

1. Knowledge of City of Los Angeles Personnel Policies and Memoranda of Understanding sufficient to counsel, discipline, and inform subordinates on topics such as sick and vacation time, military leave, probationary periods, and use of city vehicles.

33. INTERPERSONAL SKILLS - Interacts effectively and courteously with others.

Level of Competency Required by Job:

Level 1: Interact with members of the workgroup, supervision, and/or the public in a cordial, service-oriented manner.

Level 2: Interact across department lines and with appointed City officials, and/or members of the public, at times under adversarial circumstances, in a cordial, respectful manner.

Level 3: Interact with appointed and elected City officials, department heads, representatives of external organizations, and/or the media in a cordial, effective manner.

Examples of Behavioral Indicators:

- Works well with others toward mutual objectives.
- Does not arouse hostility in others.
- “Disagrees without being disagreeable.”
- Elicits acceptance/cooperation from others.
- Affords all individuals respect, regardless of their role or status.
- Effectively addresses concerns of politicians or others who may have their “own agenda.”

Performance Levels:

Satisfactory

Behaves in a courteous, respectful, cooperative manner toward co-workers, other City employees, and members of the public.

Superior

Facilitates positive interpersonal relations within/among workgroups and toward members of the public. Adept at finding similarities and grounds for cooperation/mutual benefit.

47. WRITTEN COMMUNICATION – Communicates effectively in writing.

Level of Competency Required by Job:

Level 1: Write notes/e-mails. Completes forms with some open-ended responses (sentences).

Level 2: Write letters, articles/reports, and/or detailed descriptions of activities/occurrences.

Level 3: Write lengthy reports, instruction manuals, in-depth analyses/reviews of complex issues and/or articles for publication. Reviews the written work of others.

Examples of Behavioral Indicators:

- Writing includes the necessary information to convey the intended message.
- Sufficiently few errors in spelling, punctuation, grammar to not interfere with the intended message or distract the reader.
- Little editing or re-writing needed to produce a final product.
- Composes materials efficiently.
- Information is presented in a well-organized manner.
- Tone and degree of formality are appropriate to the purpose and audience.

Performance Levels:

Satisfactory

Writes material that clearly communicates the necessary information; needs little editing.

Superior

Precisely uses words and organizes information in a way that enhances presentation of the message. Virtually no editing needed.

49. PROJECT MANAGEMENT – Anticipates and plans for all aspects of a multi-faceted, discrete endeavor to ensure resources are available and actions are taken at proper times for successful completion.

Level of Competency Required by Job:

Level 1: Plan, coordinate, and oversee accomplishment of multi-step projects involving other employees.

Level 2: *Design, plan, coordinate, and manage large, multi-faceted projects involving employees from various segments of the organization representing different perspectives.*

Level 3: Design, plan, secure approval and resources, and manages large-scale, complex projects involving many employees representing a large number of diverse segments of the organization and perspectives, which may at times be in conflict.

Examples of Behavioral Indicators:

- Establishes project plans that gain management acceptance.
- Establishes realistic timeline and estimates of resources needed.
- Assembles appropriate team with complementary skills to efficiently execute all portions of a project.
- Secures necessary resources for successful project completion.
- Clearly designates roles/responsibilities/accountability.
- Addresses failure to perform or other problems in a timely and effective manner to minimize negative impact.

Performance Levels:

Satisfactory

Establishes acceptable project plan; assembles team with required skills; establishes personal responsibility/accountability. Ensures the necessary time and resources are available.

Superior

Designs efficient project plan to maximize benefits and minimize use of resources. Designates precise mix of people to best accomplish the project. Completes on time, with resources allocated.