COMPETENCY MODEL FOR
ASSISTANT SIGNAL SYSTEMS ELECTRICIAN
CLASS CODE 3818

The following competencies have been identified as those that best separate superior from satisfactory job performance in the class of **ASSISTANT SIGNAL SYSTEMS ELECTRICIAN**. (Numbers refers to the order of competencies in the Competency Bank.)

1. Reading Comprehension
8. Safety Focus
20. Job Knowledge
35. Teamwork
44. Follow Written Directions

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

1. READING COMPREHENSION – Comprehends and correctly applies information presented in written form. Makes correct inferences; draws accurate conclusions.

Level of Competency Required by Job:

Level 1: Concrete, specific job-related information (work orders; instructions; material/equipment labels)

Level 2: *General information related to field of work and assignments; (articles in trade publications; technical/instructional manuals; memos; letters; e-mails; reports)*

Level 3: Abstract/complex information (highly technical articles/ reports in specialized area; legal or other regulatory material)

Examples of Behavioral Indicators:

- Follows written instructions correctly
- Learns information presented in writing
- Identifies relevant written information
- Interprets written legal regulatory material accurately.

Performance Levels:

Satisfactory	Superior
Reads instructions correctly. Learns from manual and other printed material.	Learns from manual and may answer others' questions. Explains information presented in written form to others.

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

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.

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.

Job Knowledge Areas

1. Knowledge of safety principles and practices for working in heavily traveled streets and with electrical equipment.

2. Knowledge of first aid, and treatment of electrical shock and burns.

3. *Knowledge of basic electricity, digital and analog electronic concepts, and test equipment.

4. *Knowledge of basic electricity and electronics applicable to installing and repairing electrical systems.

5. Knowledge of devices, methods, and products for splicing and waterproofing electrical conductors.

6. Knowledge of the various types of traffic signal equipment such as intersection controllers, cabinet assemblies, and systems equipment.

7. Knowledge of the methods, materials, tools, and equipment used to install, test, maintain, repair, and modify electric and electronic control, and related equipment.

8. *Knowledge of the components and uses of electrical and electronic test equipment, such as multi-meters, ampmeters, megohmmeters, and voltmeters in order to detect faulty equipment.

9. Knowledge of the components and uses of hand, pneumatic, and power tools in order to install, repair, test, and modify traffic signal equipment.

*Needed at job entry

35. TEAMWORK – Interacts effectively with others to achieve mutual objectives; Readily offers assistance to others to facilitate their goal accomplishment.

Level of Competency Required by Job:

Level 1: Work effectively as a member of a work unit or project team. Readily offer assistance to others when they have too much work or have too little.

Level 2: *Work effectively as a team member in which different people have different roles/responsibilities and perspectives. Identify points for collaboration with co-workers; readily offer and request assistance.*

Level 3: Work effectively as a part of an interdependent team (your work gets done only if the work of the whole team is done; evaluation of team performance is more relevant than individual performance).

Examples of Behavioral Indicators:

- Discusses work-related matters with co-workers.
- Offers and requests assistance readily.
- Offers and is receptive to suggestions.
- Identifies problems with workflow that will prevent team from accomplishing its goals.
- Provides constructive criticism and feedback to team members to improve overall functioning of team.
- Assigns credit to team for accomplishments.

Performance Levels:

Satisfactory

Cooperates with co-workers and fulfills responsibilities as a member of a project team. Maintains a focus on common objectives and offers and requests assistance readily.

Superior

Sees the team as a whole; acknowledges that performance of the team is what in reality is evaluated by others. If anyone fails, everyone on the team fails.

44. FOLLOW WRITTEN INSTRUCTIONS – Performs work accurately as directed in writing.

Level of Competency Required by Job:

Level 1: *Perform tasks assigned in writing.*

Level 2: Perform work after reading instructional manual.

Level 3: Perform work after completion of training modules or programs presented in writing.

Examples of Behavioral Indicators:

- Correctly completes work assigned in writing.
- answers questions and/or explains work to others who received the same instructions.
- Learns and applies information presented in writing (instruction manual; training program).
- Correctly infers details of work to be performed that were unclear or omitted as presented in writing.

Performance Levels:

Satisfactory	Superior
Correctly performs work assigned or for which training was provided in writing.	Understands instructions and training materials presented in writing to the extent that is able to answer questions or explain to others. Correctly infers unclear or omitted details as presented in writing.